

International British Theatre School

Complaints Policy

At [International British Theatre School LTD](#) we aim to work in partnership with parents and carers to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our Complaints Policy will be sent to all parents and carers at least three days prior to a child's arrival at the camp. Records of all formal complaints are kept for at least three years. A summary of formal complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed.

Any complaints made will be dealt with as set out below.

Stage one

Complaints about aspects of [International British Theatre School](#) activity:

- The manager will discuss the matter informally with the complainant concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate, the parent or carer will be encouraged to discuss the matter with staff concerned.
- If the parent or carer feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the [International British Theatre School's](#) practices or policies as a result of the complaint.
- Meet relevant parties to discuss the [International British Theatre School's](#) response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the [International British Theatre School's](#) Child Protection Officer, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about [International British Theatre School LTD](#) at any time. Ofsted will consider and investigate all complaints. To contact Ofsted:

Use Ofsted's open form: [Contact us | Ofsted](#)

Use email: enquiries@ofsted.gov.uk

Use telephone: 0300 123 1231 (general enquiries), 0300 123 4666 (complaints)

This policy was adopted by: International British Theatre School LTD	Date: 31.10.2024
To be reviewed: 31.10.2025	Signed: Ben Whiteside

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2021): Safeguarding and Welfare Requirements: Complaints [3.75-3.76]*.