SCOTFORTH AFTER SCHOOL CLUB

CONFIDENTIALITY POLICY

CONFIDENTIALITY –

All information given to us by parents will be treated as confidential. No information should be passed on to other parents or children, and only those staff directly affected will be informed. We will not disclose details of parents, children or incidents to anyone not authorised to receive such information, including other parents and outside agencies. Emails, letters and other information sent to parents will only be for the purpose of informing parents of news and childcare opportunities.

RECORDS –

The club only holds a small amount of information about each child, on a secure cloud databased system IPAL. All records and information about children and their families will be kept securely and only made accessible to authorised staff members.

Parents have the right to see any records kept about them or their children upon request. This includes any entries in the accident and incident Records. The only exception to this might be where the records relate to a safeguarding issue or concern where it is felt that it would not be in the child's best interests to share information with their parent.

PRIVACY –

Parents should be able to speak to members of staff and in particular the manager in private if they so wish. When it is necessary to speak to a parent this should be done sensitively and discreetly. Parents should not be spoken to about incidents involving their children in the presence of other parents or children. They should be asked to go to the office or to another appropriate area where privacy can be maintained.

SHARING INFORMATION

There are certain situations where we are bound by our safeguarding policies/Laws to share information with other professionals. As we work in (MAP) multi agency partnerships we may share information in the best interest of the child if we have any safeguarding concerns. All concerns should be documented, dated and signed.

Scotforth After School Club
Complaints Policy

At Scotforth After School Club we aim to work in partnership with parents 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 is displayed on our website and is available to read along with our terms and conditions when registering. Records of all complaints are kept for at least three years. A summary of 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 in the following manner:

Stage one

Complaints about aspects of Club activity:

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

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent 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.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club'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 Club'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 Scotforth After School Club at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

This policy was renewed by: Marie Smith	Date: 17/09/24
To be reviewed:	Signed:

. Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Complaints [3.84-3.85]* .