POLICY DOCUMENT

The Recharge Club™

Complaints Policy and Procedure

How Concerns and Complaints from Families are Welcomed, Handled and Resolved at The Recharge Club

Document Owner:	Mrs Michaela Cmorej, Director
Company Name:	NutriDive Ltd
Company Number:	16659858
Trading Name:	The Recharge Club™
Registered Office Address:	39 Coltsfoot Drive, Chorley, PR6 0JP
Complaints Lead:	Mrs Michaela Cmorej, Director
Deputy Complaints Lead:	Mr Michal Cmorej, Deputy Director
Status:	Mandatory Policy — applicable to all staff, bank staff, volunteers and families
Date Adopted:	1st August 2026
Review Frequency:	Annually, and immediately following any complaint escalated externally or change in statutory guidance
Next Review Due:	Twelve months from the date of adoption
Related Policy:	This policy is read alongside the Child Protection and Safeguarding Policy and the Whistleblowing Policy

1. Policy Statement

The Recharge Club™ welcomes feedback, concerns and complaints from families as a valuable part of how the organisation learns and improves. Raising a concern is never held against a child or family, and never affects a child's place at The Recharge Club™.

This policy sets out how a complaint can be raised, how it will be handled, the timescales families can expect, and what to do if a family remains unhappy after The Recharge Club™ has responded, including how to take a concern to the Office for Standards in Education, Children's Services and Skills.

> ***Making a complaint is a family's right, not an inconvenience. Every complaint is treated with openness, courtesy, and a genuine willingness to put things right.***

2. Purpose and Scope

This policy applies to any complaint made by a parent, carer, or other person with a legitimate interest in a child attending The Recharge Club™, about any aspect of the service, including the conduct of staff, the quality of care, the premises, communication, or any other matter.

This policy does not cover safeguarding concerns about a child's welfare, which are dealt with under the Child Protection and Safeguarding Policy, or concerns raised by a member of staff about the conduct of a colleague, which are dealt with under the Whistleblowing Policy. Where a complaint raises a safeguarding matter, it is handled under both policies simultaneously, as set out in section five below.

3. Legal and Regulatory Framework

This policy has been written with regard to the following legislation and statutory guidance:

- The Children Act 1989 and the Children Act 2004
- Working Together to Safeguard Children, the statutory guidance on inter-agency working to safeguard and promote the welfare of children
- Guidance issued by the Office for Standards in Education, Children's Services and Skills for providers registered on the Voluntary Childcare Register, including its expectations of a written complaints procedure
- The Equality Act 2010, in ensuring the complaints process is accessible to every family regardless of disability or communication need
- The United Kingdom General Data Protection Regulation and the Data Protection Act 2018, in respect of information gathered and held during a complaint investigation

The Recharge Club™ maintains a complaints procedure consistent with the expectations of a provider registered on the Voluntary Childcare Register, regardless of its registration status at any given time, and keeps a summary log of complaints available for inspection by the Office for Standards in Education, Children's Services and Skills on request.

4. Our Approach to Complaints

The Recharge Club™ handles every complaint according to the following principles:

- Complaints are acknowledged promptly, taken seriously, and investigated thoroughly and fairly
- Raising a complaint never has any adverse effect on a child's place, treatment, or the family's relationship with the organisation
- Families are kept informed of progress throughout, and are never left waiting without an update
- Communication is adapted to each family's needs, including in respect of language, communication method, or accessibility requirements
- Wherever possible, a complaint is resolved informally, quickly, and to the family's genuine satisfaction, rather than needing to progress through every formal stage
- Learning from complaints is used to improve the service for every child and family, not simply to close the individual case

5. What Is, and Is Not, a Complaint

A complaint is an expression of dissatisfaction about an act, omission, or decision by The Recharge Club™ that a family believes requires a response or a remedy. This is different from a passing comment, a suggestion, or a query, which staff are encouraged to resolve informally and immediately wherever possible, without treating it as a formal complaint.

Where a concern relates to the safety or welfare of a child, whether the family's own child or another child, it is treated as a safeguarding concern in the first instance, under the Child Protection and Safeguarding Policy, in parallel with anything set out in this policy.

6. Complaints Involving a Safeguarding Concern

Where a complaint raises, or appears to raise, a concern about a child's safety or welfare, or an allegation against a member of staff of the type described in the Child Protection and Safeguarding Policy, that policy takes precedence and is followed without delay, including any necessary referral to the Local Authority Designated Officer or children's social care.

The family is kept informed, so far as is consistent with the child's welfare and any ongoing statutory process, and this policy's complaint stages continue to apply to any aspect of the complaint that falls outside the safeguarding process itself, such as communication or the family's wider experience.

7. Stage One: Informal Resolution

The great majority of concerns are resolved quickly and informally, and families are encouraged to raise a concern with their child's key worker, or directly with the Director, as soon as it arises.

- The member of staff receiving the concern listens carefully, and, wherever it is within their ability to resolve, does so on the spot
- Where the matter cannot be resolved immediately, it is passed to the Director on the same day, who contacts the family within two working days to discuss it further
- A brief note of the concern and how it was resolved is kept, even at this informal stage, so that any pattern can be identified over time

A family may choose to move straight to a formal written complaint at any time, and is never required to attempt informal resolution first if they would prefer not to.

8. Stage Two: Formal Written Complaint

Where a concern is not resolved informally, or a family wishes to raise a formal complaint from the outset, they are asked to put the complaint in writing, by letter or email, to the Director. Where a family needs support to do this, for example due to a communication need, the organisation will help them record their complaint accurately.

- The complaint is acknowledged in writing within three working days of receipt
- The Director investigates the complaint fully, which may include speaking to staff involved, reviewing relevant records, and, where appropriate, meeting with the family
- A full written response is provided within twenty working days of the complaint being received, setting out the findings, any action taken, and the outcome. Where the investigation cannot be completed within this time, the family is told why, and given a revised timescale
- The written response explains clearly what the family can do next if they remain unhappy with the outcome

9. Stage Three: Review

Where a family remains dissatisfied following the Stage Two response, they may request a review within ten working days of receiving that response. The review is conducted by the Deputy Director, who was not directly involved in the original investigation, and who considers whether the complaint was handled fairly and whether the outcome was reasonable.

- The review is acknowledged within three working days of the request

- A written outcome is provided within fifteen working days of the request, setting out whether the original decision is upheld, varied, or overturned
- This review represents the conclusion of The Recharge Club™'s internal procedure. Where a family remains dissatisfied following this review, section eleven below sets out how to take the matter further

10. Complaints About the Director

Where a complaint concerns the conduct or decisions of the Director personally, it is made instead directly to the Deputy Director, who investigates and responds in line with the timescales set out in Stage Two above.
The Recharge Club™ recognises that, as a small, family-run organisation, the Deputy Director is not wholly independent of the Director. Where a family feels this presents a genuine conflict, or where a complaint about the Director has already been reviewed by the Deputy Director and the family remains dissatisfied, the family is entitled to refer the matter directly to the Office for Standards in Education, Children's Services and Skills, as set out in section eleven, without needing to exhaust any further internal stage.

11. Taking a Complaint Further

If a family remains dissatisfied after The Recharge Club™'s internal procedure has concluded, or believes the concern is one the Office for Standards in Education, Children's Services and Skills should be aware of directly, for example because it relates to the organisation's suitability to provide childcare, they may contact the Office for Standards in Education, Children's Services and Skills directly at any time. The Recharge Club™ will fully cooperate with any enquiry or investigation the Office for Standards in Education, Children's Services and Skills undertakes as a result.
Families are also free to seek independent advice at any stage from sources such as a local Special Educational Needs and Disabilities Information, Advice and Support Service, the Local Government and Social Care Ombudsman where the complaint concerns a local authority-funded placement, or, in respect of a data protection concern specifically, the Information Commissioner's Office.

12. Timescales at a Glance

Stage	Response Time
Informal resolution	Same day wherever possible; escalated to the Director within one working day if not resolved on the spot
Stage Two acknowledgement	Within three working days of the complaint being received
Stage Two written outcome	Within twenty working days of the complaint being received
Stage Three review acknowledgement	Within three working days of the review being requested
Stage Three review outcome	Within fifteen working days of the review being requested

13. Vexatious or Repeated Complaints

The Recharge Club™ recognises that, on rare occasions, a complaint may be pursued in a manner that becomes unreasonable, for example through excessive repetition of a matter already fully investigated and answered. In such circumstances, the Director will write to the family explaining why the complaint is considered to have been concluded, and what further steps, if any, remain open to them, such as referral to the Office for Standards in Education, Children's Services and Skills. A complaint is never dismissed as vexatious solely because a family remains unhappy with the outcome.

14. Confidentiality and Record Keeping

Complaints are handled confidentially, and information is shared only with those who need to know it in order to investigate and resolve the matter, or as required by law.

- A written record is kept of every formal complaint, including the date received, the nature of the complaint, the investigation undertaken, and the outcome
- A summary log of complaints, including how each was resolved, is maintained and made available to the Office for Standards in Education, Children's Services and Skills on request
- Complaint records are retained in line with the organisation's Data Protection Policy, and are reviewed periodically by the Director to identify any pattern or wider learning point

15. Roles and Responsibilities

Director	Receives and investigates formal complaints in the first instance, provides the Stage Two written outcome, and maintains the complaints log.
Deputy Director	Conducts the independent Stage Three review, and receives and investigates any complaint made about the Director personally.
All Staff	Listen to and, wherever possible, resolve concerns informally and promptly, and pass any concern that cannot be resolved on the spot to the Director on the same day.

16. Monitoring, Review and Related Policies

This policy is reviewed at least annually by the Director, and immediately following any complaint escalated to the Office for Standards in Education, Children's Services and Skills, or any change in statutory guidance. Complaint records are reviewed at least every six months to identify any recurring theme that could be addressed through a change to the service.

This policy should be read alongside the following related policies and documents:

- Child Protection and Safeguarding Policy
- Whistleblowing Policy
- Behaviour Management Policy
- Health and Safety Policy
- Data Protection Policy and Privacy Notice for Families
- Terms and Conditions of Booking

17. How to Make a Complaint

In person or by telephone	Speak to your child's key worker, or ask to speak to the Director, at any session.
In writing	Write to the Director at the registered office address, 39 Coltsfoot Drive, Chorley, PR6 0JP, or by email, using the contact details provided in your welcome pack.
About the Director	Write to the Deputy Director using the same contact details, marked for his personal attention.
To the regulator	Office for Standards in Education, Children's Services and Skills, via the Ofsted Online portal or the general enquiries contact details published on the Ofsted website.

This policy has been approved by the Director of The Recharge Club™ and forms part of the organisation's statutory compliance framework.