



Complaints Policy

Designated Safeguarding Leads (DSL): Zara Bouait & Nick Komey

Emergency Contact Number: 07555 539376

Last Reviewed: May 2026 | Next Review: September 2026 (to align with annual KCSIE updates)

Purpose

Kids Adventure Days is committed to providing a high-quality, safe, and enjoyable experience for all children and their families. We value feedback and take all concerns and complaints seriously.

Scope

This policy applies to:

- Parents, carers, and guardians
- Children attending our provision
- Staff, contractors and volunteers
- Any individual interacting with Kids Adventure Days services

Our Commitment

We aim to:

- Listen to concerns openly and respectfully
- Resolve issues as quickly as possible

- Learn from feedback to improve our services
- Handle all complaints fairly, consistently, and confidentially

Informal Complaints

Most concerns can be resolved through open discussion. We encourage parents to speak directly to a staff member or the Setting Manager as soon as an issue arises. We aim to address informal concerns immediately.

- Parents/carers are encouraged to speak directly to a member of staff or the setting manager
- Issues will be addressed promptly through open communication
- No formal written record is required at this stage unless appropriate

Formal Complaints:

If a concern remains unresolved, it should be submitted in writing to Support@kidsadventuredays.com.

Acknowledgement: We will acknowledge receipt of the complaint within 3 working days.

Investigation: Management will conduct a thorough investigation, which may include reviewing records and interviewing staff.

Resolution: A formal written response detailing the outcome, actions taken, and any improvements identified will be provided within 28 days.

Investigation Process

All formal complaints will be

- Acknowledged promptly
- Investigated thoroughly and fairly
- Treated confidentially

The investigation may include:

- Reviewing relevant records
- Speaking with staff members involved
- Gathering additional information where necessary

A written response will be provided within 28 days of receiving the complaint.

Outcome of Complaints

The response will include:

- A summary of how the complaint was investigated
- The outcome of the investigation
- Any actions taken or planned
- Any improvements identified

Where appropriate, steps will be taken to prevent similar issues in the future.

Complaints Related to Safeguarding

If a complaint involves the safety of a child or the conduct of a staff member, it will be escalated immediately:

- Child protection (internal)
- Staff conduct
- Safeguarding concerns (internal)

External (LADO): For allegations against staff, we will contact the Westminster Local Authority Designated Officer (LADO) at 020 7641 7668 or via lado@westminster.gov.uk.

It will be handled in line with the Safeguarding Policy, and external agencies such as the Local Authority or other relevant bodies may be involved

Ofsted: Ofsted will be notified of any serious safeguarding allegations or outcomes within 14 days.

Escalation

If you are dissatisfied with the outcome, or if the complaint involves a breach of registration requirements, you may contact our regulator:

You may contact:

Ofsted Telephone: 0300 123 1231

Website: www.gov.uk/ofsted

Complaints can be made directly to Ofsted, including anonymously.

Recording and Storage

- All formal complaints will be recorded. A summary log of all formal complaints, including the investigation process and the final resolution, is maintained on-site.
- Records will include details of the complaint, investigation, and outcome
- Records will be kept for at least 3 years and are made available to Ofsted inspectors upon request.
- All information will be stored securely in line with Data Protection Policy

Confidentiality

- Complaints will be handled sensitively and confidentially
- Information will only be shared on a need-to-know basis
- Identities of individuals involved will be protected where possible

Monitoring and Review

Kids Adventure Days will:

- Review complaints regularly to identify patterns or improvements
- Update procedures where necessary

This policy will be reviewed annually

Child-friendly concerns

We empower children to speak up. Staff are trained to listen to children's "worries" or complaints about their experience at the club. These are treated with the same priority and confidentiality as adult complaints.

Contact Information

If you wish to make a complaint, please contact:

Kids Adventure Days

Email: Support@kidsadventuredays.com