Complaints Policy and Procedure

At In2Care we aim to work in partnership with parents to deliver a high-quality childcare service, working in partnership with schools, the children, and their families.

The purpose of this document is to clearly outline the procedure for dealing with a complaint, both efficiently and appropriately.

A complaint regarding any aspect of the Care Club's service should be made in writing to the Head Office within 14 days of the incident/attending date of the child. The details of the concern, incident or allegation must be as factual and as clear as possible to allow a comprehensive investigation to be carried out.

All complaints will be acknowledged within 24 working hours even if it is just to inform the complainant that we have received the correspondence and we are in the early stages of investigating the matter, and will get back to them as soon as is practicable.

Any complaints received by colleagues at a site, will be recorded on an Incident Log and reported to the Operations Manager.

All complaints will be dealt with in the following manner:

Step 1

Complaints about aspects of club activity:

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

Complaints about an individual colleague:

If appropriate, we will encourage the parent to discuss the matter with colleagues concerned.

If the Manager or parent feels that this is not appropriate, the matter will be discussed with the Manager, or head office if it's about the Manager. We will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution.

All concerns will be logged on an incident form at the site. This will be logged by the Manager.

Step 2

If it is not possible to reach a satisfactory resolution to the complaint through informal discussion, the parent/carer should put their complaint in writing to In2Care Head Office via info@in-2-care.co.uk

Head office will then:

Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days.

Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Care Club's practices, or policies as a result of the complaint.

A Complaint Form will be completed to include details of action taken, timeline of events, and an opportunity for the parent/carer to express how they felt the complaint was dealt with.

If child protection issues are raised, the Manager will refer the situation to the company's Safeguarding Lead, who will follow the procedures of the Safeguarding Policy.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about an In2Care Club at any time. Ofsted will consider and investigate all complaints.

Ofsted's address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (General Enquiries) 0300 123 4666 (Complaints)

Records of complaints

Records of complaints will be kept for 3 years and will be readily available for Ofsted.

This policy was adopted by: In2Sport	Date: 19th May 2026
To be reviewed: May 2027	Signed: L M Hall