Complaints procedure

Complaints officer: Paul Quinn paul@beyondthephysical.co.uk
*please note that should the appeal be against Paul Quinn communication should be made to Steve Waide steve@beyondthephysical.co.uk
Policy Location: https://beyondthephysical.co.uk/policies/

We take the integrity of our provision very seriously and review all feedback we receive about our delivery.

A complaint is an expression of concern or dissatisfaction with the services provided or action taken by Beyond the Physical.

For example;
- Beyond the Physical is deemed by a parent/carer to have not provided the service that they had agreed to.
- Professional conduct is deemed by a parent/carer to not be of a satisfactory standard.

Parents' Complaints Procedure

For Holiday Provision (Camps)

Introduction

At Beyond the Physical, we aim to provide a high-quality, safe, and enjoyable experience for all children in our care. We value feedback from parents and carers and view complaints as an opportunity to learn, adapt, and improve our service.

This complaints procedure complies with the requirements of:

- The Childcare Act 2006
- The Statutory Framework for the Early Years Foundation Stage (EYFS) (where applicable)
- Ofsted's registration requirements
- Data Protection legislation

1. Making a Complaint

Informal Stage (Stage 1)
We encourage parents to raise any concerns or complaints directly with a member of staff or the Camp Manager as soon as possible. Most issues can be resolved quickly and informally through discussion.

Formal Stage (Stage 2)
If the issue is not resolved informally or is of a serious nature, parents may make a formal complaint by contacting our Complaints Officer:

Complaints Officer Contact:
📧 paul@beyondthephysical.co.uk

Please include:

- Your name and contact details
- The nature of the complaint
- Relevant dates, times, and names of those involved
- Any action you have already taken

Acknowledgement and Response
We will acknowledge formal complaints within 5 working days and aim to provide a full written response within 28 days of receipt.

2. Investigation Process

- The complaint will be investigated by a senior team member not directly involved in the issue.
- All complaints will be treated confidentially and with respect.
- A written record of the complaint, investigation, and outcome will be kept for at least 3 years (in line with Ofsted requirements).
- If the complaint involves safeguarding or child protection, we will follow our Safeguarding and Child Protection Policy and may involve the appropriate authorities.

3. Outcome

Once the investigation is complete, we will:

- Share the findings and any actions taken or planned
- Offer a meeting to discuss the outcome if requested
- Record whether the complaint is upheld or not

4. Escalation and External Complaints

If you are not satisfied with the outcome, you may request a further review by the Senior Leadership Team.

If your complaint relates to registered childcare and you feel we have not addressed it satisfactorily, you may contact Ofsted directly.

Ofsted Contact Details:

- Website: www.gov.uk/ofsted
- Phone: 0300 123 1231
- Email: enquiries@ofsted.gov.uk
- Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Ofsted can investigate complaints related to:

- The quality and safety of our childcare provision
- Failure to meet legal requirements
- Safeguarding and welfare issues

5. Record Keeping

We maintain a written record of all complaints, their outcomes, and the stage at which they were resolved. These records are available to Ofsted upon request.

6. Confidentiality

All complaints are handled in accordance with our Confidentiality Policy, except where information must be shared to ensure a child's welfare or to comply with the law.

This procedure is reviewed annually and is available to all parents upon registration and upon request.

Last Reviewed: 01.07.2025
Next Review Due: 01.07.2026