



Complaints Policy

QPG Hub staff work in partnership with parents and schools to meet the needs of the children, both individually and as a group.

Information is shared with those on a need to know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complainant should take to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Hub'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 should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with directly by the QPG Community & Sports Hub's Head Office or The Hub Manager.

If the complaint is about the manager, a member of the leadership team, or head office staff, this will be dealt with by the Head of QPG Hub, or another senior team member.

All complaints will be acknowledged within 24 working hours even if it is just to inform the complainant that we are investigating the matter and will get back to them as soon as is practicable.

Any complaints received by QPG Hub staff members will be recorded on an **Incident Log** and reported to the Designated Safeguarding Lead, and logged on our Complaints system. All complaints will be dealt with in the following manner:

Stage one

Complaints about aspects of club activity:

- The Hub 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, we will encourage the parent to discuss the matter with staff concerned.
- If the 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.



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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 QPG Hub Manager at the QPG Community & Sports Hub Office to via afterschool@qpghub.com

The Leadership Team 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 hub'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 for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss the QPG Hub's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Headteacher, Leadership Team, or the Hub Manager will refer the situation to the organisations safeguarding lead, who will follow the procedures of the **Safeguarding Policy**.

If a criminal act may have been committed, the Police will be contacted.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about QPG Community & Sports Hub and QPG Breakfast & 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)

Contacts for Safeguarding: Westminster

Consultation and Advice about a child/young person resident in the City of Westminster

To report a concern about a child or young person in Westminster please contact:



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Westminster Access Team – Tel: 020 7641 4000

(Out of hours – 020 7641 6000)

Email: AccesstoChildrensServices@westminster.gov.uk

For case consultations or follow-up enquiries please contact the Duty Child Protection Adviser in the first instance on 020 7641 7668.

Gourita Gibbs

Child Protection Adviser

Telephone: 020 7641 4199

Email: ggibbs@westminster.gov.uk

John Griffin

Child Protection Adviser

Telephone: 020 7641 1615

Email: jgriffin@westminster.gov.uk

Gabby Bernard

Child Protection Adviser

Telephone: 020 7641 4003

Email: gbernard@westminster.gov.uk

For LADO consultations and referrals please contact the duty Child Protection Adviser on:

Telephone: 020 7641 7668

Email: LADO@westminster.gov.uk

If you cannot reach a duty CP Adviser you can reach:

Sharon Ackbersingh

Safer Organisation Manager and Local Authority Designated Officer (LADO)

Telephone: 07714 845 702

Email: sharon.ackbersingh@rbkc.gov.uk

Safeguarding and Child Protection Training, Consultation and Advice for Schools and Education

Hilary Shaw

Safeguarding Lead for Schools and Education

Telephone: 020 7598 4876

Mobile: 07817 365 519

Email: hilary.shaw@rbkc.gov.uk

Tri-borough Multi-Agency Safeguarding Hub (MASH)

Karen Duncan

Tri-Borough MASH Business Support Officer

Telephone: 020 7641 3991

Email: kduncan1@westminster.gov.uk

Bi-Borough Admissions and Access to Education (Children Missing Education, Child Employment and Elective Home Education enquiries)



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Wendy Anthony

Bi-Borough Head of Admissions and Access to Education

Telephone: 020 7745 6440

Email: wendy.anthony@rbkc.gov.uk

In an emergency always call the police on 999, or for non-emergencies call 111