**Complaints Procedure**

**This procedure is to be followed where a member has a complaint regarding a member of the committee, or a general member, relating to their conduct when on group business or where this may bring the group into disrepute.**

Areas may include, but are not limited to:

* Care and supervision of children whilst attending a group drop-in or event.
* Comments made whilst attending a group drop-in or event, or on social media, meeting parents, or other situation, in which the group or a group member is discussed in a disparaging manner or where discriminatory remarks are made.
* Confidential material discussed or disclosed inappropriately.
* Bullying of members or committee members, including by other members of the committee
* Other breaches of the group and/or committee codes of conduct

All complaints will be submitted to the Chair who will appoint an investigator from the committee.

* The investigator will fully investigate the complaint, talking to the complainant and subject of the complaint and any witnesses if applicable, recording their statements.
* A report summarising the investigation, results & any action plan/action taken will be completed and shared with all parties involved within 28 days of receiving the complaint.
* A record of all complaints will be retained by the secretary for 3 years except where complaints relate to safeguarding concerns, in which case they will be retained for 25 years, then destroyed.
* The investigator will establish if the complaint relates to a conduct issue or safeguarding concern. If the latter, the group’s safeguarding policy will apply.
* If the complaint relates to a matter of conduct this will be discussed with the member and complainant and a mutually acceptable resolution sought.
* If, following an investigation, the member is found to be bringing Magic Minders into disrepute, and/or failing to comply with group policies, or compromising the safety of a child, their membership may be revoked, and no refund given.
* An appeal may be made to the Chair, up to 28 days following the publication of the investigation report. The Chair’s decision will be final.

**Note**

Magic Minders members who are registered childminders must also have a complaints procedure to be followed in the event of any concerns that they are not complying with one or more of the requirements of the Statutory Framework for the Early Years Foundation Stage 2021 (EYFS).