

WRAPAROUND CARE

COMPLAINTS, VISITORS & CONTRACTORS

Operational Procedures & Records

Part A – Complaints: Operational Procedure

This procedure supports AJB's overarching Complaints Policy and provides practical recording and escalation arrangements for Breakfast Clubs and After-School Care.

1. Receiving a Concern or Complaint

Staff should listen calmly, avoid becoming defensive, thank the person for raising the concern and establish the key facts. Where a minor operational concern can be resolved appropriately at site level, this may be done by the Person in Charge.

Staff should not promise a particular outcome before the matter has been considered.

2. When to Record

- A parent/carer asks for the matter to be treated as a formal complaint.
- The concern cannot be resolved immediately or requires management review.
- The complaint concerns staff conduct, safety, repeated service failure or a significant incident.
- The Person in Charge or AJB management considers a written record appropriate.

3. Immediate Escalation Screen

**DOES THE COMPLAINT INVOLVE SAFEGUARDING, STAFF CONDUCT,
DISCRIMINATION, SERIOUS INJURY, DATA PROTECTION OR ANOTHER REGULATORY /
LEGAL CONCERN?**

If yes, the complaint must also be routed through the relevant AJB procedure. A safeguarding allegation, for example, must not wait for the ordinary complaints process before safeguarding action is taken.

4. Recording

Records should be factual and include who raised the concern, date/time, what was reported, immediate action, who was informed, investigation/follow-up, outcome and communication with the complainant.

5. Confidentiality

Complaint information should only be shared with those who need it to investigate, safeguard children, manage staff or meet legal/regulatory responsibilities.

6. Outcome & Learning

Where appropriate, AJB should identify whether the complaint requires a change to practice, staff briefing, risk assessment, child support plan, site arrangement, training or policy/procedure.

7. Retention

Completed complaint records and the central log should be stored securely in line with AJB's data-retention arrangements and applicable requirements.

Complaint Record Form

CONFIDENTIAL

School / Setting	
Date Complaint Received	
Time	
Received By	
Complainant Name	
Relationship to Child / Provision	
Contact Details	

Complaint Details

How received: ☐ In person ☐ Telephone ☐ Email ☐ Written ☐ Other: _____

Child / children concerned if relevant: _____

Factual summary of complaint:

Immediate Escalation Check

Does this involve any of the following?

- ☐ Safeguarding / child protection ☐ Allegation about staff ☐ Discrimination
- ☐ Serious injury / safety ☐ Data protection / confidentiality
- ☐ Regulatory / legal concern ☐ None identified

If escalated, who was informed and when: _____

Immediate Action

Complaint Record Form – Follow-Up & Outcome

Complainant	
Date Received	
School / Setting	

Investigation / Review

Person responsible: _____

Actions / enquiries undertaken:

Other records reviewed: _____

Outcome

☐ Upheld ☐ Partially upheld ☐ Not upheld ☐ Resolved informally ☐ Other: _____

Outcome / findings:

Action / learning / service improvement:

Communication

Complainant updated / outcome communicated? ☐ Yes ☐ No

Method / date: _____

Further response / escalation requested: _____

Closure

Closed By	
Date Closed	
Management Review / Initials	

Central Complaints Log

Use as a management overview. Detailed complaint forms should be stored securely and referenced where necessary.

[illegible]

Part B – Visitors & Contractors: Operational Procedure

AJB may operate within school premises where visitors and contractors are often managed primarily through the school's own site procedures. AJB staff must nevertheless protect the children in AJB's care and understand who is entering or working within the areas used by the provision.

1. General Principles

- Visitors/contractors should use the school's approved access and sign-in arrangements where available.
- AJB staff should know the purpose of a visitor entering the AJB area.
- Unknown or unexpected adults should be politely challenged or referred to the Person in Charge/site contact.
- Children must not be left unsupervised with an adult unless the arrangements are authorised and appropriate.
- Restricted information, registers and child-specific records must not be left accessible to visitors.
- Visitors must not photograph or record children without appropriate authorisation.

2. Expected Visitors

Where a visitor is expected, staff should understand who they are, why they are attending, which areas they require access to, and whether supervision is needed.

3. Contractors / Maintenance

Where maintenance or contractor work occurs during provision, staff should consider tools, equipment, open doors/gates, noise, dust, electrical hazards, trip hazards and access to restricted areas. Children should be kept away from unsafe work areas.

4. School Staff

School staff may legitimately enter shared or school-controlled areas. AJB staff should still maintain child accountability, confidentiality and clear responsibility for the children registered into AJB.

5. Unexpected / Unverified Adult

DO NOT ASSUME THAT AN ADULT IS AUTHORISED SIMPLY BECAUSE THEY ARE INSIDE THE SCHOOL.

If identity or purpose cannot be established, staff should seek support from the Person in Charge and/or school site contact. If an adult presents an immediate threat, follow emergency/lockdown procedures and contact emergency services where required.

6. Safeguarding

Any concerning behaviour, inappropriate interaction, attempt to access children without authority, or safeguarding concern involving a visitor/contractor must be reported immediately through AJB safeguarding procedures.

7. Signing Out

Where AJB maintains its own visitor record, departure time should be recorded. Where the school owns the visitor process, AJB may rely on that system while recording any additional access to the AJB provision that management considers necessary.

Visitor / Contractor Record

Use where AJB requires its own record in addition to, or instead of, the school's visitor system.

Date	Name	Organisation	Purpose	Time In	AJB / Site Contact	Time Out

Visitor / Contractor Check

Where applicable: ☐ Identity/purpose confirmed ☐ School sign-in completed ☐ Supervision required

☐ Site restrictions explained ☐ Safeguarding concern identified ☐ Additional risk controls required

Notes / additional controls: _____

Unexpected Visitor / Contractor Incident Record

Complete where an unexpected/unverified visitor creates a security, safeguarding or operational concern.

Date	
Time	
School / Setting	
Staff Completing Record	
Adult / Organisation if known	

What happened:

Immediate action taken:

Was the Person in Charge informed? ☐ Yes ☐ No

Was the school/site contact informed? ☐ Yes ☐ No

Was AJB management informed? ☐ Yes ☐ No

Safeguarding concern? ☐ Yes ☐ No If yes, safeguarding procedure/record completed? ☐
Yes

Emergency services contacted? ☐ Yes ☐ No

Further action: _____

Reviewed By	
Date	

COMPLAINT RECEIVED

LISTEN -> RECORD IF REQUIRED -> CHECK FOR IMMEDIATE ESCALATION -> INFORM APPROPRIATE LEAD -> FOLLOW UP -> RECORD OUTCOME

UNKNOWN / UNEXPECTED ADULT

CHECK PURPOSE -> DO NOT ALLOW UNAUTHORISED ACCESS -> PERSON IN CHARGE / SCHOOL CONTACT -> SAFEGUARDING OR EMERGENCY ACTION IF REQUIRED

Key Reminders

- Safeguarding concerns take priority over the ordinary complaints process.
- Do not argue with a complainant or promise an outcome before review.
- Do not discuss complaints in front of other parents or children.
- Do not assume every adult inside a school is authorised to access AJB children.
- Keep registers and confidential child information away from visitors.
- Record significant security or visitor concerns.

Document Control

Document	AJB Wraparound Care – Complaints, Visitors & Contractors
Version	September 2026
Applies to	AJB Breakfast Clubs and After-School Care
Related documents	AJB Complaints Policy; Safeguarding & Child Protection; Data Protection; Site Risk Assessment; Staff Handbook & Operating Procedures
Storage	Complaint, visitor incident and related confidential records must be stored securely.
Review	Review following a significant complaint/visitor incident, change in site arrangements or scheduled policy review.