

ABBOTS HALL OUT OF SCHOOL CLUB

COMPLAINTS

This Out of School Club aims to provide a high quality, efficient and accessible service to parents and children.

The way that we work is reviewed regularly. However, from time to time a parent or child may feel that they have a complaint against some aspect of our club, or an individual member of staff. Usually it should be possible to resolve any problems as soon as they occur, if not, you should then follow the formal complaints procedure set out below:

Stage One

- Put your complaint in writing to the Club Manager, Providing full details including names and dates, as well as why you are unhappy.
- We will acknowledge your complaint as soon as possible and fully investigate the matter within 28 days. If there is a delay we will advise you of the reason, we will keep you updated with what is happening and give you a full reply.

The response you receive will be copied to the staff member concerned, with recommendations for any actions to be taken and the matter will be reported at the Management Committee. If you are not satisfied with the outcome, you can ask the manager to refer the matter to the next stage.

Stage Two

The club Manager will refer the complaint and response to the Management Committee. The committee will investigate the complaint together with the response at a specially convened meeting.

The Chair of the Management Committee will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.

The decision of the Management Committee is final.

At all points throughout the procedure the parent will be kept informed of the progress. Complaints are taken seriously and dealt with fairly and with full confidentiality.

OFSTED (Office for Standards in Education) they are the official regulator of this club.

Telephone: complaints department on – 0845 601 4771

Write to: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester,
M1 2 WD,

Website: www.ofsted.gov.uk

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