

Policy:

- At all times in the club we will display a notice giving the name of the manager and the number for comments and complaints.
- We will have Ofsted's details on display.
- Copies of this policy and procedure will be available to parents on request.
- All staff will be made aware of this policy and procedure.
- We will deal with any complaint in a sympathetic and impartial manner.

In the event of a complaint we will follow this procedure:

- We will request that all formal complaints are to be made in writing.
- Minor complaints will be recorded and dealt with on the spot.
- The member of staff dealing with the complaint completes the complaints form which is shared with the manager.
- An acknowledgement letter will be dispatched within 2 working days of the complaint where appropriate.
- Any serious complaints particularly concerning staff misconduct will always be referred to Social Services and Ofsted.
- We will aim to deal with all complaints within 28 working days.
- All complaints records and their outcomes will be retained for a minimum of 3 years or until the next Ofsted inspection.
- All records will be stored confidentially and made available to Ofsted upon request.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231
enquiries@ofsted.gov.uk

Whilst every effort has been made to ensure the accuracy of the information provided, The Out of School Development Team cannot accept responsibility or liability for any errors which may have occurred. This policy has been created as an **example only**. Providers must write their own policy specific to their setting.