

## **Emmer Green after school club Complaints Procedure Policy**

### **Introduction**

This policy is required by the Welfare requirements & EYFS.

### **Our Aim**

Emmer Green after School Club (EGASC) aims to provide a high quality, efficient and accessible service to parents and children.

The way that we work is reviewed regularly, with the aid of our feedback forms which are sent to parents and children annually to encourage partnerships with our families and to enable them to comment and raise ideas or thoughts they may have. However, from time to time, a parent or child may feel that they have a complaint against some aspect of our club, or individual member of staff. Usually it should be possible to resolve any problems as soon as they occur. If not, then you should follow the following procedure set out below.

### **Stage 1**

Please put your complaint in writing to the Club Manager or Assistant Manager. Full details along with names and dates should be included, and a full description of what you are unhappy about. We will acknowledge your complaint as soon as possible and fully investigate the matter within 14 days. If there is any delay, we will advise you of the reasons. We will keep you up to date with what is happening and give you a full written reply.

The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken, and the matter will be reported at the next management committee meeting. If you are not satisfied with the outcome, you can ask the Club Manager to refer to the next stage.

### **Stage 2**

The club leader will refer the complaint and response to the management committee.

The committee will investigate complaint together with the response at a specially convened meeting.

The chair of the management committee will send a reply within 4 weeks outlining how the complaint was investigated and detailing the outcome.

**Stage 3**

If you are still unhappy with how the complaint has been dealt with and would like to make a formal complaint to Ofsted our unique reference number is EY364352.

**Related policies**

**See also:** .....