

# Chew Stoke Out of School Club

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## Parents Complaints Procedure

We aim to provide a high quality, efficient and accessible service to parents/carers and children.

At regular intervals the staff and Trustees meet to discuss and review the daily running of the club, as well as possible improvements to the services offered by the club.

However, from time to time a complaint may arise against some aspect of the club, or an individual member of staff. Usually it should be possible to resolve any problems informally, as soon as they occur.

If a complaint has any child protection implications refer to the child protection policy and follow child protection procedures.

### Informal Stage

Misunderstandings often arise through a simple breakdown in communication and if we do not know of your concern we can do nothing to resolve it. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that can be followed and is laid out below.

### Formal Stage

Contact a Trustee and voice your complaint. A list of the Trustees with telephone numbers is included in this policy. You may contact whoever you feel comfortable talking to or the Chair of the Trustees as you prefer, you may be asked to submit your complaint in writing to the trustee. A register of all complaints will be maintained by the Secretary.

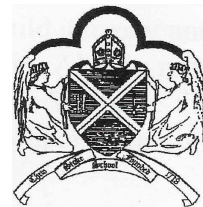
The following information will be recorded:

- The name of the person making the complaint.
- The nature of the complaint.
- The date and time of the complaint
- Any action taken in response to the complaint.
- The outcome of the complaint investigation.
- Details of the feedback given to person making the complaint.
- Records will be kept for 3 years including the outcome.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with staff or Trustees please contact Ofsted on 03001 231231.

### If no further action is needed:

You will receive a written copy of the outcome of the investigation within 28 days of receipt of the complaint and your comments will be invited.



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## **If action is needed:**

You will receive a written reply of the outcome of the investigation within 28 days of the receipt of the complaint and advised what action is to be taken. You will be notified of the result of the action.

## **If you are unhappy with the result:**

Your complaint may be investigated by an Out of School Development Worker from Bath & North East Somerset Council and a full written report will be made available to you and to the Committee.

Finally if you are still unhappy with the outcome you may take your complaint to:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone 0300 123 1231 [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

## **Board of Trustees 2019/20:**

Chair	Dave Jones	07815 146176
Treasurer	Jonathan Seaman	01275 332298
Secretary	Charlotte Fay	07967 493788