



“Our Before and after school club aims to provide a welcoming service, where children are encouraged to take part in a variety of games and activities, inside and outdoors. Our team are here to support your children and enable them to grow and thrive in a relaxed, friendly and safe”.

ALL SAINTS BEFORE & AFTER SCHOOL CLUB

Complaints Procedure

Our Club is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes. This policy constitutes the Club’s formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. If a complaint is made against the Manager, the Chair of the management committee will conduct the investigation. All complaints made to staff will be recorded in detail in the Complaints Log Book.

Stage One

If a parent/carer has a complaint about some aspect of the Club’s activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. The Club welcomes all comments on its services, regardless of whether they are positive or constructive.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will endeavour to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail, and in writing to the Manager of BAASC. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. The Club will acknowledge receipt of the complaint as soon as possible – within three working days at least – (using the OFSTED Complaints Record Sheet as guidance) and fully investigate the matter within 15 working days.

If there is any delay, the Club will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint. If the Manager has good reason to believe that the situation has child protection implications, as the designated Child Protection Officer they ensure that the local social services department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police. The formal response to the complaint from the Club will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Club’s policies or procedures emerging from the investigation. The Manager will arrange a time to meet the

parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Club's response to it.

The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate. If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Club's response will be passed to the Chair of the Management Committee who will adjudicate the case. The Chair of the management committee will communicate a detailed response, including any actions to be taken, to both the Manager and the parents/carers concerned within 15 working days.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received. To make a complaint about a childcare provider, get in touch with Ofsted at enq5711quiries@ofsted.gov.uk or 0300 123 4666.

Updated 23.01.2024

Agreed & Signed by: (Club Leader) Mrs R Chalk

Agreed & Signed by: (Chair of Management Committee) Mrs. M Farrell