



OFSTED REGISTERED EY397554 / EY451889

07799 855850    www.xyz-abc.org  
info@xyzafterschool.co.uk

## Complaints/Compliments Policy

The XYZ After School Club aims to provide a high quality, enjoyable and accessible service to parents and children.

The way we work is reviewed regularly. We are always delighted to receive complimentary feedback via email, and will post these as testimonials on our website with your permission. 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 matters informally with the Manager (see 1 below). If not, then you should follow the formal complaints procedure set out on 2 below.

### **Stage 1**

The person(s) making the complaint should speak to the Manager about any problem when it occurs. The Manager will investigate the matter and report back to you and the Partners of XYZ. Should the complaint relate directly to the Manager, then please contact one of the Partners directly on 07799 855850.

If the matter cannot be resolved then:

### **Stage 2**

Put your complaint in writing to the Partners. Full details along with names and dates should be included, letting us know what it is you are unhappy about.

A representative of the Partners will acknowledge your complaint within 7 days, and if appropriate, arrange an investigation of the matter within 14 days.

If there is any delay you will be advised of the reason.

You will be kept up to date with what is happening and notified of the conclusion of the investigation within 28 days.

The response you receive will be copied to any staff members concerned, with recommendations for any action to be taken.

Individual members of staff have the right to reply to any complaint at any stage.

The decision of the Partners is final.

Ofsted may be contacted on 0300 123 1231 for additional advice.

All complaints will be recorded and kept for 3 years.

Signed:

Clare Hall

Adopted:        Sept 2009 Sept 2010 Sept 2011 Sept 2012 Sept 2013 Sept 2014 Nov 2015

Reviewed:        Sept 2010 Sept 2011 Sept 2012 Sept 2013 Sept 2014 Nov 2015