

COMPLAINTS PROCEDURE FOR PARENTS/CARERS

Procedures to be followed if parents/carers have concerns or complaints about a member of staff

Parents/carers who have concerns or complaints about a members of staff working at the After School Club can inform the centre manager in writing or verbally. All forms of communication will be recorded to ensure a thorough investigation can take place.

Parents/carers are advised not to approach members of staff to discuss any issues they may have, but to bring it straight to the attention of the Centre Manager.

All comments and complaints will be investigated fully and the necessary action will be taken to ensure a quality service is maintained.

If the Centre Manager fails to deal with the issue to the parents' satisfaction, it will be forwarded to the Head teacher/Deputy head teacher.

Procedures to be followed if parents/carers have concerns or complaints about the centre manager

If parents/carers have concerns about the Centre Manager in charge of the After School Club they have to bring these issues to the attention of the Head teacher/Deputy Head teacher in writing or verbally.

The Head teacher/Deputy Head teacher will carry out a full investigation of the matters raised. The Head teacher/Deputy Head teacher will decide what action needs to be taken to ensure a quality service is maintained and parents' confidence restored. The Headteacher/ deputy headteacher are required to notify Ofsted of any complaints made about a member of staff in the team.

The After School Club has an open door policy, so parents' views and comments are always encouraged.