

WOOLENWICK BLAST CLUB **COMPLAINTS PROCEDURE**

Blast Club aims to provide high quality, efficient and accessible service to parents and children.

The way we work is reviewed regularly. However, from time to time a parent may feel that they have a complaint against some aspect of our Club, or an individual member of staff. Under normal circumstances the Manager will be responsible for managing complaints. If a complaint is about the Manager then the Headteacher from Infant or Junior school will handle the complaint. A registering complaints form will be completed for all complaints and filed.

Below is the procedure to follow in the event of a Complaint:

Stage One

First speak to the Manager about any problems you have when it occurs. The Manager will investigate the matter and report back to you.

If the matter cannot be resolved then:

Stage Two

Put your complaint in writing to the Headteacher. Full details along with names and dates should be included, letting them know what it is you are unhappy about. Once the matter has been handed over to the school then their policy/procedure for dealing with complaints will come into operation.

Making a complaint to Ofsted

Any parent/carer can submit a complaint to Ofsted if they feel a complaint has not been resolved satisfactorily in Stage 2.

Ofsted will consider and investigate all complaints received.

The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: - 0300 123 1231

www.ofsted.gov.uk/parents

All complaints will be recorded and kept for 3 years.

Signed by:.....

CLUB MANAGER