



COMPLAINTS POLICY AND PROCEDURE

The parachute club aims to provide a high standard of care for all children. If at any time parents/carers are unhappy with an aspect of the care for their child or are unhappy about the conduct of a staff member. Please forward your complaints to the manager in charge; it is then their responsibility to investigate any complaints made.

If formal decisions of a complaint or problem have not produced a satisfactory resolution, parents/carers should put their complaints to the owner in writing.

The owners of the company will respond immediately to any written complaints made and try to make a resolution to the matter as soon as possible, keeping parents well informed.

If a complaint carries a child protection concern the manager will inform the designated child protection officer and follow the procedure necessary. Parents/ carers can make a complaint to Ofsted at any time, Ofsted's address and phone numbers are listed below

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Phone Number

0300 123 1231

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