

The Parachute Out-School Club

Complaints Procedure

Advice to Parents

INTRODUCTION

At The Parachute Out-School Club we want to resolve any concerns or queries you may have about the services provided by the club as quickly as possible.

The staff want the best for your child and this can only be achieved through a strong, supportive relationship between both the parents and the club. However, we realise that there will be occasions when a parent may feel their concern has not been resolved satisfactorily and increased anxiety may result.

The aim of this document is to clarify the preferred procedure that any complainant should take in order to have their concern dealt with promptly and appropriately, and by the staff most closely involved.

Initial Complaint

If you have a complaint about an aspect of the club, you should initially approach the Management team. Most difficulties can be quickly resolved at this stage.

If, however, you do not feel that your grievance or concern has been resolved through discussion with the Management team, you should ask to speak to a member of the staff team.

If you feel your grievance has still not been effectively addressed, you will need to speak to Ofsted. This stage should still be considered as informal and hopefully your complaint will be resolved quickly. Any complaints which are made in writing will be recorded in a Complaints

Log which is available on request.

The role of the Ofsted Early Years Directorate

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre are

OFSTED

THE NATIONAL BUSINESS UNIT
PICCADILLY GATE
STORE STREET
MANCHESTER M1 2WD
0300 123 1231

These details are displayed on our club notice board. If a child appears to be at risk, our club follows the procedures of the Area Child Protection Committee in our local authority.

In these cases, both the parent and club are informed and the Play Leader works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action