



The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

DP - 006

Page 1 of 2

Complaints Procedure

The Dell aims to provide a high quality, efficient and accessible service to parents and children.

The way that we work is reviewed regularly. 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 Co-ordinator (see stage 1 below). If not, then you should follow the formal complaints procedure set out in stage 2 below.

Stage 1

First, speak to the Co-ordinator about any problems you have when it occurs. The Co-ordinator will investigate the matter and report back to you and the management committee.

If the problem cannot be resolved then:

Stage 2

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

A representative of the Management Committee 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 given a response within 7 days of completion of the investigation.

If the matter needs to be referred to a meeting of the Management Committee, you will be advised of the date of the next meeting.

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

We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.



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Page 2 of 2

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

The decision of the Management Committee is final.

Ofsted may be contacted on 01279 693539 for additional advice.

Policy adopted: 3 December 2002

Approved by:

Co-ordinator

Chair

Review Date:

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