



Hurst Hill Primary School Learning Together

Complaints and Compliments

EYFS: 3.74, 3.75

At **Hurst-Hill After School Club** we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the A.S.C..

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care provided by the A.S.C., they should in the first instance take it up with the child's key person/A.S.C. Manager.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the A.S.C. manager. The manager will then investigate the complaint and report back to the parent within 7 days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book. (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the A.S.C. will hold a formal meeting between the manager, parent and a senior school staff member to ensure that it is dealt with comprehensively. The A.S.C. will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for After School Clubs in England and investigates all complaints that suggest a provider may not be meeting the requirements of the After School Clubs' registration. It risk assesses all complaints made and may visit the A.S.C. to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the A.S.C. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the A.S.C. becomes aware that they are going to be inspected and after inspection the A.S.C. will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the A.S.C.	Date for review
<i>Feb 2018</i>		<i>Feb 2019</i>