



Essex After School Clubs

Complaints Procedure Policy

Complaints Procedure

Your view counts

If things are going well we would love to hear about it, a telephone call or a note will let us know we have got things right!

If things start to go wrong, let a member of staff know straight away. If you can't sort it out at club level we have a complaints procedure for you to use. *(EYFS Requirement: 3.74-Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome.)*

Making a Complaint

If you are unhappy with any part of our service, then this is what you can do:

Stage 1

1. First speak to the Play worker regarding your concern. Every effort will be made to resolve the problem. We will ensure that there is an area where staff can talk confidentially to parents. *(EYFS Requirement 3:61-Providers must also ensure that there is an area where staff may talk to parents and/or carers confidentially.)*
2. If the situation is not resolved to the parent/carers satisfaction or if the parent/carer does not feel able to approach the Play worker, the concern should be taken to the Manager.

Stage 2

If this does not have a satisfactory outcome, please put the complaint in writing to the Manager of the club or the Director who will ensure that the complaint is investigated and will let you know the outcome of the complaint within 28 days. *(EYFS Requirement 3:74-All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.)*

The club will keep a record of all complaints made.

Ofsted

If you have a complaint about the childcare that your child is receiving you can also contact Ofsted: *(EYFS Requirement 3:75 Providers must make available to parent and/or carers details about how to contact Ofsted.)*

Ofsted
Picadilly Gate
Store Street
MANCHESTER
M1 2WD
Tel: 0300 123 1231