



| Childcare | Breakfast Clubs | Lunch Clubs | PPA Cover | After School Clubs | Holiday Camps |

Complaints Policy

At Xtra Time Kidz Club and 1st Touch Coaching we aim to work in partnership with parents/guardians and Schools to deliver a high quality child care service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy will be displayed on the premises at all times. Records of all complaints will be retained for a period of three years. A summary of complaints is available for parents on request.

The manager or Managing Director will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff will investigate the matter. Any complaints received about staff members or Coach will be recorded on an **Incident Log** and a **Complaints Log will be completed**. Any complaints made will be dealt with in the following manner:

Stage One

Complaints about aspects of the Club activity:

The manager will discuss the matter informally with the parents/guardians concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member or Coach:

If appropriate the parents/guardians or School will be encouraged to discuss the matter with the staff concerned.

If the parent feels that this is not appropriate, the matter will be discussed with the manager or Managing Director, who will then discuss the complaint with the member of staff and try to reach a satisfactory resolution.

Stage Two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parents/guardians or school should put their complaint in writing to the manager / Managing Director.

The manager will:



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Acknowledge receipt of the letter within 7 working days.
Investigate the matter and notify the complainant within 28 working days.
Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.

Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the manager will refer the situation to the Club's Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

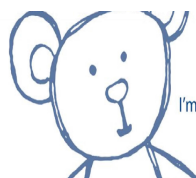
Any parent/guardian can submit a complaint to Ofsted about Xtra Time Kidz Club at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is;

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

Written in accordance with the EYFS welfare requirements: Safeguarding and Promoting children's welfare.



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