



COMPLAINTS PROCEDURE

Kidz Club 6 aims to provide a secure, friendly and interesting facility for your children. We aim to provide this service in an efficient and accessible way. We welcome any comments regarding the Club.

The system of work will be reviewed regularly taking your comments into consideration. However, from time to time a parent of a child may feel they have cause to complain about an aspect of the Club, another individual within the Club or a member of staff. It should usually be possible to resolve these problems as they occur but if not then a formal complaint should be made following the procedures set out below.

Stage One

Put your complaint in writing addressed to the Club supervisor. Full details, including names and dates should be given explaining the complaint as clearly as possible.

We will acknowledge your complaint as soon as possible and fully investigate the matter within fourteen days. If there is a delay in this process we will explain why. We will keep you up to date with progress and give you a full reply.

The response you receive will be copied to all staff concerned, with recommendations of any action to be taken and the matter will be reported to the committee. If you are not satisfied with the outcome, you can ask the Club supervisor to refer the complaint on to the next stage.

Stage Two

The Club supervisor will refer the complaint and response on to the committee. The committee will investigate the complaint and response at a specially convened meeting. The parent of the child and any relevant member of staff will be invited to present their views.

The chair of the committee will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome. The committee's decision is final.

We believe that complaints should be made constructively and be dealt with at an early stage. We also believe that it is in the best interests of Kidz Club 6 and the parents, that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

If a parent wishes to contact Ofsted (Office for Standards in Education) the address is;

Ofsted
Early Years Directorate
Alexandra House
33 Kingsway
London WC2B 6SE

Tel. 0845 601 4771