

Mistley Kids Club

Complaints Procedure

The club complaints policy is as follows:

We aim to provide the highest quality care for all our children. We aim to welcome each individual child and family and to provide a warm and caring environment; therefore, we like both positive and negative feedback. We believe children and parents are entitled to courtesy and prompt careful attention to their needs and wishes.

Any complaints can be written in a complaint form or letter.

A parent/guardian who is unhappy about any aspect of the Kids Club's provision should first talk over any worries or anxieties with the manager in charge. If this is not satisfactory the parent/guardian should: -

- Contact the management committee.
- A complaint report form should be completed by the complainant.
- The form will be passed to the Chairperson of the committee who will co-ordinate discussions with appropriate persons and carry out investigations. This will be done within 5 working days. All serious complaints within 24 hour period.
- Appropriate actions should be taken and recorded on the Complaint Report form.
- Kids Club will notify the complainant of any investigation within 28 days of having received the complaint.
- The complainant should be advised within two weeks of the outcome, together with any corrective action taken.
- Complaints will be brought to the attention of the management committee at the next meeting.
- If they cannot reach an agreement, an external mediator will be invited to attend a meeting; to help clarify the problem; review the action taken so far and suggest further ways it might be resolved. The mediator will keep all discussions confidential and if requested will keep an agreed written record of any meetings that are held and any advice given.
- Parents can also contact Ofsted with any complaint, supplying name and address with any complaint.
- We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interest of the Kids Club and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

If you have a complaint against Mistley Kids Club please contact OFSTED on Telephone number 03001231231 or 03001234666 in complete Confidence.