



# The Dell Out of School Club

Registered Charity No. 1038546

Policy No.

**DP 1.17**

Revised 2<sup>nd</sup> April 2016

Nb new helpline no

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## Complaints Procedure

The Dell aims to provide high quality efficient and accessible service to parents and children.

The way we work is reviewed regularly –both within our management team and at our meetings. However from time to time a parent or child may feel that they have a complaint about some aspect of our club or an individual member of staff. Usually it should be possible to resolve matters informally with the Coordinator. If this is not possible then users are encouraged to follow the formal complaints procedure set below.

### Stage 1

Speak to the Coordinator about any problems you have when they occur. The Coordinator will investigate the matter and report back to you and the Management Committee.

If the problem cannot be resolved then;-

### Stage 2

Put your complaint in writing to the Management Committee. Full details along with names and dates should be included letting us know what it is you are unhappy about.

A representative of the Management Committee will acknowledge your complaint within 7 days and if appropriate arrange an investigation of the matter within 14 days. If there is any delay - you will be advised of the reason.

You will be kept informed of progress and be given a response within 7 days of completion of the investigation. If the matter needs to be referred to a meeting of the Management Committee you will be advised of the date of the next meeting. The response you receive will be copied to any staff members concerned, with recommendations for any action to be taken.

Individual members of staff have the right to reply to any complaint at any stage.

The decision of the management Committee is final.

If you feel a complaint has not be dealt with then OFSTED can be contacted on 0300 123 4666 for additional advice and information.

All complaints received are reviewed by the Dell Management Committee and also during OFSTED inspections where details of any complaints are discussed.

A poster detailing the OFSTED telephone number and complaints procedure is on display with our OFSTED certificate and a child friendly version of this poster is also displayed.

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*Policy adopted: 8<sup>th</sup> March 2010*

*Approved by:*

*Co-ordinator*

*Chair*

*Review Date:*

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*We are committed to continually providing high quality affordable child-centred care with positive play opportunities for every individual in the club in a safe, happy environment in partnership with parents.*