

# FREDDIE'S CLUB

## Complaints Policy

At Freddie's Club we value the relationship that we have with the parents of children in our care and take seriously any complaints or concerns that they may have. By publishing this complaints procedure we hope to encourage a shared approach to resolving any issues and to give concerned parents the confidence to talk with a member of staff as soon as they arise.

### ***Aims:***

- To ensure that all complaints and concerns are dealt with confidentially and in a sensitive manner
- We hope to resolve all complaints and concerns to the satisfaction of all parties in the shortest time possible

Reference should be made to other club policies depending on the nature of the complaint.

### ***Procedures:***

#### **Preliminary Stage – how to share a concern**

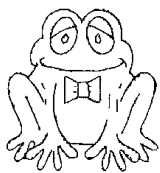
Complaints relating to incidents in the club should in the first instance be addressed to the member of staff in charge. Other issues for complaint should be raised with the club co-ordinator.

Staff will make a written note of all complaints and pass that note to the club co-ordinator within twenty-four hours of the complaint being made.

#### **Stage 1 – what to do if the matter is not resolved through informal discussions**

If, having spoken to a member of staff and/or the club co-ordinator, the person lodging the complaint is still dissatisfied, they should complete a Complaints Form, giving details of the concern and enclosing any appropriate paperwork and forward it to the headteacher. The headteacher (or another delegated member of staff) will investigate the matter and respond to the parent within five days, offering a resolution where possible.

If the complaint requires a more in-depth investigation, the headteacher will let the parent know that the matter is being investigated, but that a full response will take longer than usual. The outcome will be confirmed within twenty days.



# Freddie's Club

## Complaints Form

When we receive a complaint, we aim to acknowledge its receipt within 5 days.

Name of parent/carer :
Childs name :
Address:
Telephone (day) :
Telephone (evening) :
What is your concern and how has it affected you?
Are you attaching any paperwork? If so, please list this below:

Have you discussed this matter with a member of staff before filling in this form? If so, who did you speak to and what was the response?

What would you like to happen as a result of making this complaint?

Signature

Date

**Official use only**

Initial response and  
acknowledgement:

By whom:

Date:

Complaints reference number:

Action taken:

Date:

**Data Protection Act 1998** - We will only process your personal data to respond to your complaint. In general, this data will be used for administrative and statistical purposes.