



## **COMPLAINTS PROCEDURE**

We hope that you will be happy with the running of Poppleton Road Out of School Club. If however there is something you are not happy with, please feel free to discuss it with us.

All complaints are recorded in the complaints file, which is available for Parents/Ofsted inspectors to see on request. Any complaints which are a breach of a standard will be reported to Ofsted. Normally your first point of contact regarding any concerns you may have would be with the Manager in the club. It is hoped the issue can be resolved at this stage.

1. If you feel this is inappropriate, please write to the co- Chair of the management committee addressed c/o Poppleton Road Primary School  
The committee can also be contacted via email on [committee.outofschoolclub@gmail.com](mailto:committee.outofschoolclub@gmail.com)
2. On receipt of your complaint the management committee and staff will meet to discuss your complaint and take any action required to ensure that the matter is brought to a satisfactory conclusion.
3. You will be advised in writing of any decision resulting from your complaint within 28 days. (A record of the complaint will be kept in the complaints file)
4. If you feel there is a serious issue that needs to be addressed you may like to contact Ofsted. The address is:

OFSTED (early years)  
Northern Region  
Royal Exchange Buildings  
St Ann's Square  
Manchester  
M2 7LA  
Tel: 0300 1231231

If a child has any concerns they can approach a member of staff of their choice. The staff will deal with the problem in an appropriate manner. The child will be listened to and believed to be telling the truth unless proved otherwise.



This policy was adopted at a meeting of	Poppleton Road OOSC
Held in:	Nov 2023
To be reviewed in:	Nov 2024
Signed on behalf of the setting:	
Name of Signatory:	
Role of Signatory:	Manager                      Deputy Manager