



Poppleton Road Out of School Club

Grievance Procedure

Poppleton Road OOSC is committed as a staff team to care for one another and to work together to provide a caring, safe, and secure environment for each individual.

Poppleton Road OOSC expects its employees to maintain a professional approach at all times.

Staff will show respect, understanding, sensitivity and tolerance towards each other and towards other people and the children with whom they come into contact.

However, the Disciplinary Procedure will be used if staff behave in an unacceptable manner.

Grievance Procedure

We hope that it will not be necessary for this procedure to be used. However, if a parent/ carer does have any concerns they should follow the steps listed below:

- If the problem needs to be dealt with the parent/carers should speak to the Manager.
- If the concerns are with regard to the policies and procedures used by Poppleton road OOSC, the parent/carers should contact the Board of Trustees as per the contact details.
- If the grievance concerns the behaviour of the Manager, the concerns should be recorded in a letter, and addressed to the Board of Trustees marked "Private and Confidential". The Board of Trustees will then contact the parent/carers.
- Any parent or carer wishing to make a complaint directly to OFSTED may do so by contacting them via the details listed in the Complaints Procedure

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

