



Complaints

It is the intention of the staff and Management Committee to work with parents, carers and children to develop a partnership of care for children at PopSoc. We also welcome comments and suggestions for improving the service. Any concern, problem or complaint that you may have will be dealt with promptly and every effort will be made to understand and address your concerns.

This policy constitutes our complaints and grievance procedures. It will be kept in the club at all times.

Ordinarily all complaints made will be handled by the Manager who will, in turn, raise the complaint with the Management Committee. However, if this complaint is made against the Manager then it should be made directly to the Chairperson of the Management Committee. All complaints made to staff with regards to the club and its administration will be recorded in the Complaints Book.

Stage One

Parents are invited to direct all complaints to the Manager. The Manager will then meet and speak informally with the parent about this complaint. If the complaint itself is about the Manager then the parent should contact the Chairperson of the Management Committee. Communication between staff and parents in the club is essential and therefore the club readily welcomes both positive and negative comments.

If a satisfactory result cannot be achieved during this informal conversation then the next stage of the Policy will be activated.

Stage Two

At this stage parents and carers are invited to write down their complaint in full, taking care to include dates and times and any evidence they may have. This should then be sent for the attention of the Manager and should be marked 'Private &

Confidential'. This should be written on a Complaints form found in the club; however it will also be accepted if written in the form of a letter.

Having received this formal written complaint, the Manager will send a written acknowledgement as soon as possible. This response will be received within 3 working days and the matter will be fully investigated within 15 working days. The Manager will inform the Management Committee on receipt of the complaint and ask for their support and guidance during the investigation. If there is any delay at all the club will advise the parents of this. The Manager will then send a full and formal response to the complaint.

If the Manager believes the complaint to be a child protection issue then the Child Protection Policy will be activated immediately. If any person in the party believes that an actual offence has been committed they will contact the police.

The formal response to the complaint from the club will be sent to the parent/carer concerned and copied to all relevant members of staff, if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the club's Policies or Procedures emerging from the investigation.

The Manager will organise a time in which all of the members of the party can meet together to discuss the complaint and the club's response to it. A representative of the Management Committee will also attend. It will be the responsibility of the Manager to decide whether to meet as a whole group or in individual meetings. The parent will also be invited to discuss the situation with a member of the Management Committee if they desire.

Complaints To OFSTED

If, at any point, a parent is dissatisfied with the club and the means in which it has investigated the complaint then they are entitled to make an official complaint to OFSTED (address found at the end of this Policy). OFSTED will consider and investigate all complaints received.

It is the responsibility of PopSOC to keep a record of all complaints made and investigations carried out.

OFSTED

3rd Floor Royal Exchange Building

St. Anne Square

Manchester

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Tel: 08456 404040

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