



COMPLAINTS PROCEDURE

1. General statement of policy

All Stars aims to provide a safe and happy environment for all children who attend. At times parents/carers may have concerns about the service All Stars provides. Most of these can be resolved by the Play Leader or Children and Families Worker and the parent/carer talking and the appropriate action being taken. However there may be occasions when parents may wish to make a formal complaint, in writing or by email. If for any reason parents or carers have concerns about any aspect of the All Stars provision they should follow the following complaints procedure. We aim to treat all complaints with confidentiality and sensitivity.

2. Procedures

These procedures should be followed.

- Parents/carers can discuss any concerns with the Play Leader or Children and Families Worker
- All complaints will be taken seriously and a Complaints Record Form will be completed in every instance. Complaints may be made verbally or in writing.
- A list of such complaints (the Complaints Record) will be kept for the previous three years and made available to Ofsted on request. The Complaints Record will also be made available to other interested parties on request.
- A summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence, will be made available to Ofsted on request.
- The outcome of any written complaint will be retained for a period of three years from the date on which the complaint was made. All complaints should be reported by the Children and Families Worker to the All Stars Committee.
- Should a complaint not be resolved by the Children and Families Worker the complainant has the right to have representation at the All Stars Committee using the All Stars complaints procedure. The Headteacher may also be consulted.
- Complaints will be dealt with promptly. The complainant will be provided with an account of the findings of the complaint, and any action taken as a result, within 28 working days.
- We will endeavour to resolve your complaint, however parents/carers may contact Ofsted directly should they feel this necessary:

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
0300 123 1231 enquiries@ofsted.gov.uk www.ofsted.gov.uk

3. Related All Stars documents

Complaints Record Form (available from www.allstarsclub.co.uk or All Stars staff)

Date: *January 2015*

Signed:

Reviewed: *August 2015*

Signed: