Complaints Policy



*We believe children and parents are entitled to expect courtesy and prompt, careful and serious attention to any concerns that you may have by following our complaints procedures as outlined below:*

**Stage 1** If any parent should have cause for complaint or any queries regarding the care of their child they should in the first instance take it up with the child's key worker.

**Stage 2** If the issue remains unresolved and there is no satisfactory outcome, then the Club Manager should be contacted. These concerns must be presented in writing to the Club Manager info@edgeplaygym.com or via post Higher Up Club, The Edge Play Gym, Church Lane, Brighouse, HD6 1AT. The Manager will then investigate the complaint and report back to the parent within 28 working days. This will be fully documented in the complaints logbook and will detail the nature of the complaint and any actions arising from it. (Most complaints will be resolved informally at stage 1 or 2.)

**Stage 3** If the matter is still not resolved a formal meeting should be held between the Manager, Parent and company director to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

**Stage 4** If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted, telephone number: 08456 40 40 40. A record of complaints will be kept in the holiday club. These will be accessible only to the parties involved and will be stored as confidential files. In case of a child protection related complaint, please refer to the Safeguarding Children Policy. We hope that at all times you will be happy with the service provided, our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our holiday club at any time.

The role of the registering authority in some circumstances, it will be necessary to bring in the Ofsted’s Inspection and Support Unit (IST), who have a duty to ensure that laid down requirements are adhered to. Either the parent or Club Manager can refer to them if necessary. They would be involved if a child appeared to be at risk or where there seemed to be a breach of registration requirements. In these cases, both the Parent and Higher Up Club Ltd would be informed of the complaints process and Ofsted would ensure a proper investigation of the complaint followed by appropriate action.

This policy was adopted: February 2025

Signed on behalf of the Director: R Shuttleworth

Date for review: February 2026