

Complaints Policy

(Holiday Club for 4–11 Year Olds)



Policy Statement

Edu-Play Holidays is committed to providing a high-quality service for children and families. We welcome feedback and take complaints seriously. If parents or carers are unhappy with any aspect of our service, we encourage them to raise their concerns so that we can work together to resolve issues quickly and fairly.

Aims

- To deal with complaints promptly, fairly and confidentially.
- To listen carefully and respond with respect and professionalism.
- To learn from complaints and use them to improve our service.

Process

Complaints can be dealt with verbally or in writing via the club or Ofsted.

Most complaints can be resolved informally:

- Parents are encouraged to speak directly to the club manager or deputy at the earliest opportunity.
- Staff will listen, take the concern seriously and try to resolve the issue immediately.
- We expect that all staff members are treated fairly and respectfully.
- Any abusive behaviours will not be tolerated.

If the matter cannot be resolved informally:

1. The complaint should be emailed to the club owner at eduplayholiday@gmail.com
2. The club owner will acknowledge receipt within 5 working days.
3. The complaint will be investigated and a written response provided within 28 days.
4. We aim to work together with families to try and resolve any issues fairly and amicably.

If you feel you can't approach us, then you may wish to go to Ofsted. This can be done via:

- telephone: 0300 123 1231
- email: enquiries@ofsted.gov.uk

- post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Confidentiality

- All complaints will be handled with sensitivity.
- Details will only be shared with those who need to know.
- Records of complaints will be kept securely and reviewed to identify patterns or areas for improvement.

Review

This policy will be reviewed annually.

Signed:



Stacey Rayner

Club Manager

Date: January 2026

