

Complaints procedure and policy:

At the Bramble Patch holiday club we aim to provide the best possible childcare and experience for your child. However if you are unhappy with any part of our holiday club care you can inform us as we would like every opportunity to improve on our day to day practices.

Libby will be responsible for dealing with complaints.

Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity: The manager (Libby) will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member: if appropriate the parent will be encouraged to discuss the matter with staff concerned. If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager.

The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 20 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised Libby will follow the child protection procedures. If a criminal act may have been committed, the manager will contact the police.

All complaints will be kept on file for 3 years.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about The Bramble Patch holiday Club at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is:

Ofsted,

Piccadilly Gate,

Store Street,

Manchester

M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (Complaints)