

Activate Northants Complaints Policy

February 2025

At Activate Northants, we aim to provide a safe, fun, and caring environment for every child.

We value feedback from parents, carers, and children, and take any concerns or complaints seriously.

This policy explains how you can raise a concern and how we will respond.

How will we manage your complaint?

- We will treat all complaints fairly, promptly, and confidentially.
- We aim to resolve issues informally where possible.
- We will record, investigate, and respond to all formal complaints in line with Ofsted guidance.
- We will use complaints to help us improve our service.

How do I make a complaint?

If you have a concern or are unhappy about any aspect of our service:

1. Please speak to a member of staff at the club or email activatenorthants@gmail.com as soon as possible.
2. We will do our best to resolve the matter quickly and informally – often issues can be sorted on the same day.

How will we investigate your complaint?

- The **Club Director (Emma Storey)** will investigate within **28 days**.
- We may speak with staff, parents, and children (where appropriate).
- A written response will be provided, outlining findings and any actions taken.

If the complaint relates to **safeguarding or child protection**, it will be referred immediately to the **Designated Safeguarding Lead** and, if necessary, to the **Local Authority Children's Services** or the **LADO (Local Authority Designated Officer)**.

Do you feel like we have not met your complaint?

If you are not happy with the outcome, you may contact Ofsted directly.

Ofsted contact details:

-  Telephone: 0300 123 1231
-  Email: enquiries@ofsted.gov.uk
-  Website: www.gov.uk/ofsted

Please quote our Ofsted registration number: **2744037**

Do we record complaints?

- All complaints are recorded in the complaints log.
- Records are kept for **at least three years**.
- The log includes: date, details of complaint, outcome, and any follow-up actions.

How do we keep this process confidential?

- Complaints will be handled sensitively and shared only with those who need to know.

Reviewed Feb 2025

Emma Storey