



## **MAKING A COMPLAINT**

Most people do not like to complain, but if you have any concerns, we need to know so we can investigate and put things right. The sooner we know the sooner we can do something to address your concerns.

### **Our Complaints Procedure**

1. The first person to speak to is the manager of the Club
2. Following this you can (if necessary) complete complaints procedure form.
3. If the manager cannot respond immediately, they will take your details and respond within 28 days.
4. This response may include a list of conditions to keep the situation “under control”.
5. If you are still not satisfied your complaint will be passed to Mr Ryan Robertson (Registered Person and Director) or Mr James Proudfoot (Owner and Director), who will respond as soon as possible and conduct an investigation into your concerns.

### **Making a complaint to Ofsted**

Any parent or carer can submit a complaint to Ofsted about the Club at any time. Ofsted will consider and investigate the complaint.

Ofsted's address is:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.

Written with Reference to EYFS Statutory Framework 2021 (Complaints 3.75, 3,76)

Reviewed September 2023