



After School Club & Holiday Play Scheme

Complaints Procedure

Our After School Club and Holiday Play Scheme believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our After-School Club and Holiday Play Scheme and will give serious attention to any concerns about the running of both services. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our After-School Club and Holiday Play Scheme to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the Hanley Crouch Community Associations' After School Clubs or Holiday Play Scheme provision talks over, first of all, his/her worries and anxieties with the **Children's Services Project Manager, Richard Corbin**

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Director

Colin Adams
HCCA
Brickworks Community Centre
42 Crouch Hill
London N4 4BY

- The director will acknowledge receipt of complaint within 3 working days.
- The complaint will be investigated by the director.
- The director will feed back findings.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- If there is not a satisfactory outcome at stage 2 the complaint should be sent to the Chair of Trustees.

Sally Sturgeon
HCCA
Brickworks Community Centre

**42 Crouch Hill
London N4 4BY**

- The complaint will then be addressed by the Board of Trustees, who will communicate their findings to the complainant.

The role of the Office for Standards in Education, Early Years Directorate (OFSTED) and Islington Children's Safeguarding Board.

Parents may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our OFSTED regional centre are:

**Ofsted South
Freshford House
Redcliffe Way
Bristol BS1 6NJ**

Tel: 08456 40 40 40

These details are displayed on our After-School Club notice board.

If a child appears to be at risk, our After-School Club or Holiday Play Scheme follows the procedures of the Safeguarding Children's Board in Islington.

In these cases, both the parent and After-School Club or Holiday Play Scheme are informed and the Play work Manager works with OFSTED or the Safeguarding Children's Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our After-School Club or Holiday Play Scheme and/or the children and/or the adults working in our After-School Club or Holiday Play Scheme is kept, including the date, the circumstances of the complaint and how the complaint was managed in accordance with the privacy policy.

Last reviewed March 2021
Next reviewed March 2022