

## **CHRIST CHURCH YOUTH & COMMUNITY CENTRE COMPLAINTS PROCEDURE**

Christ Church out of school club understands the importance of parents and staff having the ability to comment on any concerns they may have about our service. This is why we feel it is important to implement the follow actions in order for parents and staff to have their concerns heard and resolved.

- A displayed sign informing parents and staff of how to access our complaints procedure book.
- Copies of our complaints procedure available at parents and staff request.
- A regular review of any complaints made in the booklet, this will involve linking it to any of the national standard (See below).
- An investigation into the complaints, carried out by our childcare manager and management team.
- Contact established with parent or staff member to arrange a meeting.
- A meeting held to inform the parent or staff member of the findings to our investigation into the complaint.
- A full record kept in the complaints book stating the complaint and action taken.
- Ofsted's number displayed in the foyer.

### National Standards

Standard 1: Suitable Person

Standard 2: Organisation

Standard 3: Care, Learning and Play

Standard 4: Physical Environment

Standard 5: Equipment

Standard 6: Safety

Standard 7: Health

Standard 8: Food & Drink

Standard 9: Equal Opportunities

Standard 10: Special Needs (including special educational needs and disabilities)

Standard 11: Behaviour

Standard 12: Working in Partnership with Parents and Carers

Standard 13: Child Protection

Standard 14: Documentation

May 2009