

St. Bernard's Extra

"Before & After" School Club

Victoria Park Avenue, Lea, Preston. PR2 1RP



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Ofsted 119449

COMPLAINTS POLICY

St. Bernard's Extra is committed to providing a safe, stimulating, consistent & accessible service to children and their parents/carers. We always aim to provide high quality service for everyone but accept that sometimes things do not always go to plan. In such circumstances we want to know so that we can put them right & learn from our mistakes.

This policy constitutes the Club's formal complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, a Director, or a delegated member of the company will be responsible for managing complaints. If a complaint is made against a Director, another Director of the Company will conduct the investigation. All complaints made to staff will be recorded in details in Incident Book.

Stage One:

If a parent/carer has a complaint about some aspect of the Club's activity or about the conduct of an individual member of staff, it will often be possible to resolve the problem simply by speaking to the individual concerned and / or to a supervisor/director. The club is committed to open & regular dialogue with parents/carers and the club welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the leader should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in details and in writing to a Director of the company C/O St. Bernard's School, Victoria Park Avenue, Lea, Preston. PR2 1RP. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The club will acknowledge receipt of the complaint as soon as possible - within three working days at least and fully investigate the matter within 15 working days. If there is any delay the club will advise the parents/carers of this and offer an explanation. The MD or a delegated director of the Company will be responsible for sending them a full and formal response to the complaint.

If a director or a delegate of the Company has good reason to believe that the situation has child protection implications they should inform the designated DSL and ensure that the local social services department is contacted according to the procedure set out in the Child Protection policy.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed then they will contact the police.

The formal response to the complaint from the club will be sent to the parent/carer concerned and copied to the relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the club's policies or procedures emerging from the investigation.

The delegated director of the company will arrange to meet with the parent/carer concerned and other relevant individuals such as members of staff to discuss the complaint and the Club's response to it. The director will judge if it best for all parties to meet together or if individual meetings are more appropriate.

If at the conclusion of this process the parents/carers remain dissatisfied with the response they have received the original complaint along with the club's response will be passed to the governing body who will adjudicate the case.

The registered person will communicate a details response including any actions to be taken to another director and the parents/carers concerned within 15 working days.

A record will be kept of any complaints

Reviewed May 2021