

HIGH DOWN AFTER SCHOOL CLUB
Down Road, Portishead, BS20 6DY

COMPLAINTS PROCEDURE

(COPY DISPLAYED ON CLUB NOTICE BOARD)

At High Down After School Club we aim to provide you with the best possible service we can deliver. However, if there is an area where you are dissatisfied, please tell us. Unless we know, we are unable to put it right.

In the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

In the event of you not being satisfied then:

1. Approach or make an appointment with the club manager who will complete a complaints record and deal with the issue as soon as possible. You will be provided with written account of any action taken within 28 days of the complaint
2. If this is not possible or you are still dissatisfied a complaint can be made to the School Business Manager who will complete a complaints record and deal with the issue as soon as possible. You will be provided with written account of any action taken within 28 days of referral of the complaint
3. If this is not possible or you are still dissatisfied a complaint can be made under the Lighthouse Schools Partnership Complaints Policy.
4. If you are unhappy with the outcome of this or you have a child Protection concern then contact:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone 0300 123 1231

Website www.ofsted.gov.uk/parents

Reviewed June 2020