

Complaints Procedure

Munchkids After Schools Club aims to provide a high quality, efficient and accessible service to parents and children.

From time to time, a child or parent may feel that they have a complaint against some aspect of the After School Club or a member of staff. Usually, it is possible to resolve any problems as soon as they occur but if not then the following complaints procedure should be followed.

1. Complaints should be put in writing to the Club Co-ordinator. Full details along with names and dates should be included.
2. Complaints must be acknowledged as soon as possible and fully investigated within fourteen days.
3. Any response will be copied to the staff members concerned with recommendations for any action to be taken.
4. If this outcome is not satisfactory, then a copy of the complaint should be sent to the Chairperson of the Munchkids After School Club management committee. A reply will be given within fourteen days outlining how the complaint was investigated and detailing the outcome. The decision of the Chairperson is final.
5. In the event of the outcome still not being satisfactory, please refer your complaint, in writing, to our regulator:

Eastern Regional Office
Ofsted Early Years
Third Floor
Royal Exchange Buildings
St. Ann's Square
Manchester
M2 9QX

Reference: EY340006
South Hill

Tel: 08456 404040
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

Agreed by Committee

William Allen – Chairperson MASC

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