

## Complaints Procedure

We are fully committed to providing high quality childcare and activities operated by professional, fun and caring staff in a safe and secure environment.

Any questions, suggestions or concerns relating to any child's welfare whilst in our care should be dealt with using the following steps:

1. Initial concerns should be discussed with the staff on duty. If the response provided is unsatisfactory then the manager should be approached with full details of the issue.
2. If it would be more appropriate to put the suggestion, concern or complaint in writing rather than directly approaching a member of the team, then please feel free to complete a comment form which is available from member of the team.
3. if you do wish to be contacted, the manager will telephone you within 24 hours to discuss the matter further. For your information, will keep a record of the nature of the complaint along with details of the response or resolution reached.
4. For issues which have not been brought to a resolution by this point, then OFSTED club would be the final escalation point.
5. JC Academy must keep a written record, for a period of three years, from the date of these complaints including the outcome of the investigation and the action the provider took in response.
6. JC Academy must inform the parent who made the complaint (in writing or by email if the parent requests this) of the outcome of the complaint, within 28 working days of the date the complaint was made