



## **COMPLAINTS POLICY AND PROCEDURE**

The parachute club aims to provide a high standard of care for all children. If at any time parents/carers are unhappy with an aspect of the care for their child or are unhappy about the conduct of a staff member. Please forward your complaints to the manager in charge; it is then their responsibility to investigate any complaints made.

If formal decisions of a complaint or problem have not produced a satisfactory resolution, parents/carers should put their complaints to the owner in writing.

The owners of the company will respond immediately to any written complaints made and try to make a resolution to the matter as soon as possible, keeping parents well informed.

If a complaint carries a child protection concern the manager will inform the designated child protection officer and follow the procedure necessary. Parents/ carers can make a complaint to Ofsted at any time, Ofsted's address and phone numbers are listed below

### **The National Business Unit**

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Phone Number**

**0300 123 1231**

**Reviewed and updated 26/2/2008---08/01/ 2013----20/03/2015**