



## **Holiday Activity Scheme – Complaints Procedure**

This is the written complaints policy for Leighton Park Holiday Activity Scheme. It is displayed on the premises at all times that the Scheme is in operation.

The Deputy Lettings Manager (DLM) is responsible for managing complaints. If a complaint is made against the DLM, the Bursar at Leighton Park School will conduct the investigation.

### **Stage One**

If a parent/carer has a complaint about aspects of Scheme activity, or about an individual staff member, it will often be possible to resolve the problem by simply speaking to the individual concerned.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the DLM should be contacted, and they will try to resolve the problem.

### **Stage Two**

If informal discussions have not produced a satisfactory resolution, parents/carers should put their complaint in writing to the DLM.

The DLM will acknowledge the complaint within 7 days. He/she will notify parent/carers of the outcome within 28 days. The response will include any actions taken in response to the complaint, such as changes to practices or policies.

The DLM will arrange a time to meet relevant parties to discuss the complaint. The DLM will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If safeguarding issues are raised, the DLM will refer the situation to the LADO. If a criminal act may have been committed, he/she will contact the police.

If parents/carers remain dissatisfied, they should write to the School Bursar who will adjudicate the complaint. The School Bursar will investigate the complaint within 28 days of being informed in writing by parents/carers of their wish to invoke this stage of the process.

We will keep a written record of complaints for at least three years, which will include the outcome of the investigation and any actions we have taken in response.

## **Making a complaint to Ofsted**

Any parent/carer can submit a complaint to Ofsted about our provision at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

**Our Ofsted number is 116875**