



Strawberry Hill School Clubs Wrap Around Care

Complaints Policy

Wrap Around Care =
St James Breakfast and After School Club
St Richard Reynolds Breakfast and After School Club
Twickenham Prep Wrap Club

At Strawberry Hill School Clubs we aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid with this. Parents should immediately bring to our attention any aspect of our service they are not happy with so that every effort can be made to resolve the matter by frank and open discussion.

If you prefer, you could set out the issue in writing, or by sending an email to us at [strawberryhillclubs1@gmail.com] addressing the complaint to Lisa Neagle. It is a condition of our registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and we will notify the complainant of the outcome within 28 days of the receipt of the complaint.

If we receive a formal written complaint, we will inform Ofsted within 14 days that a complaint has been made.

We will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but as required, we will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

We will record the following information:

- The name of the person making the complaint.
- Who the complaint relates to.
- The Early Years Foundation Stage requirement(s) to which the complaint relates (Not applicable to Wrap Around Care)
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and parents feel they cannot discuss it with us, they should contact Ofsted on 03001231231.

Reviewed in October 2023

