

The Brookhurst Out of School Club

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Complaints Procedure

The Brookhurst Out of School Club aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

In case of a complaint regarding child protection, please refer to the child protection policy.

The Complaints Procedure

Stage 1 – Informal Stage

If a parent is concerned about anything to do with the service that we are providing at the club, they should, in the first instance discuss the matter with the club co-ordinator. The co-ordinator together with the person making the complaint will fill out the complaints record to ensure that both are happy with the outcome. Most matters of concern can be resolved this way. All staff members work very hard to ensure that each child is happy at the club, they always want to know if there is a problem so that they can act before the problem seriously affects the progress of the children here.

Where a parent feels that the problem has not been resolved through contact with the club co-ordinator, or that a concern is of a sufficiently serious nature, they should make an appointment to discuss it with the head teacher. The head teacher considers any such complaint very seriously and will investigate each case thoroughly. Most complaints are normally resolved at this stage.

Should a parent have a complaint about the co-ordinator s/he should make an appointment to discuss it with the head teacher.

Stage 2 – Formal Stage

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body.

By this point the complaint should be made in writing, stating the nature of the complaint and how the club has handled it so far. The complaint should also indicate a possible solution.

The parent should forward this written complaint, together with any supportive papers to the Chair of Governors. The Chair of Governors will respond in writing to the complainant.

The Chair of Governors, possibly with advice from the LA will investigate in order to determine whether it is a matter for a complaints panel or if it is an issue of staff conduct, in which case personnel procedures should be followed. If the personnel procedures are to be followed, it is advisable for the chair to inform the complainant since they would not be told the outcome in such a case. (The complaints panel would consist of three governors with no prior knowledge of the case).

After hearing all the evidence, the complaints panel will consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint to the parents satisfaction.

Stage 3 – LA Stage

If the complaint is not resolved, a parent may make a representation to the LA. Further information about this process is available from the school or from the LA. A further meeting is chaired by an officer nominated by the County Education Officer, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

Stage 4 – Secretary of State or Ombudsman

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education. The Local Government Ombudsman will only become involved in those cases where possible maladministration has occurred.

Monitoring and Review

The governors monitor the complaints procedure in order to ensure that all complaints are handled properly. The co-ordinator logs all formal complaints received by the club and records how they were resolved. Governors are informed of all formal complaints on a termly basis.

Records of informal complaints are maintained by the club and are available for governors on request.

Governors take into account any local or national decisions that may affect the complaints process and make any modifications necessary to this policy.

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