**OSCAR COMPLAINTS POLICY**

POLICY AIM

We aim to deal with any complaint, from those with paternal responsibility for club members, staff, or any other person such as a representative of our partner school, Clipstone Brook Lower School, social services, Ofsted or member of the public as quickly and efficiently as possible with a view to a positive outcome.

Complaints by club members or person with parental responsibility for a club member

Any club member or person with parental responsibility for a club member who is unhappy with the behaviour of staff or conduct of club members at Oscar sessions should firstly be put in contact with the Manager/Assistant Playleader. If the difficulty is with the Assistant Playleader the complainant should firstly be put in contact with the Manager. If the difficulty is with the Manager, the complainant should firstly be put in contact with a member of the Voluntary Management Committee (VMC), preferably the member with responsibility for staff liaison.

Steps followed will be:

1. Discuss the situation as soon as practicable with the club member or person with parental responsibility for a club member who identified the problem.
2. Any continuing complaint should be in writing addressed directly to the VMC who will acknowledge receipt of the complaint in writing within 14 days of its receipt and put the matter to the next scheduled meeting of the VMC. If the matter is deemed of sufficient urgency and importance by the VMC member dealing with it, the Manager and the person with parental responsibility for a club member and no VMC meeting is scheduled within 14 days of the complaint being received, an emergency VMC meeting may be called.
3. Within 14 days of the VMC meeting at which the complaint is discussed, a written reply detailing the action to be taken will be sent to the complainant.
4. If it is not possible to respond within the specified time period, the complainant will be given an explanation and told when a response can be expected.

Complaints by third parties

Any other person with a complaint will firstly be put in contact with the Manager/Assistant Playleader. If the difficulty is with the Manager, the person with the complaint will be put in contact with a VMC member, preferably the member with responsibility for staff liaison or the Chairperson. Steps followed will be:

1. The matter will be reported to the Chairperson of the VMC and/or the Manager.
2. The Chairperson of the VMC will agree with the Manager/VMC member the action to be taken to resolve the matter as soon as practicable and this will be reported to the VMC at its next scheduled meeting.
3. If the Chairperson of the VMC deems the matter is of sufficient urgency and importance that they are unable to deal with it themselves or in discussion with other VMC members, and no VMC meeting is scheduled within 14 days of the complaint being received, an emergency VMC meeting may be called.
4. Within 14 days of the VMC meeting at which the complaint is discussed, a written reply detailing the action taken or to be taken will be sent to the complainant.
5. If it is not possible to respond within the specified time period, the complainant will be given an explanation and told when a response can be expected.

Unresolved complaints

If the complaint has not been resolved satisfactorily following the above procedures, the complainant will be given the contact details for Ofsted. These are:

Ofsted – 0300 123 1231

[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Address:

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Dated 18/9/00, Revised 26/6/02, 21/7/04, 16/11/05, 12/11/07

Signed on behalf of the Voluntary Management Committee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Review Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_