

## **Parental Complaints, Comments Policy**

At Holy Trinity After School Club we are committed to listening to the views of others about our service. We will use this information, wherever possible, to help maintain and improve our After School Club. We encourage and we welcome all comments and views, both positive and negative.

This policy is designed to establish a clear mechanism for resolution of complaints which can be verbal or written. For our comment/complaints policy, please see below.

### **INFORMAL - STAGE 1**

Comment / Complaint made to a member of staff (verbally). The matter will be reported to the line manager.

Discuss the issues. Implement any agreements. No further action.

### **INFORMAL STAGE 2**

Comment / Complaint made to manager'/Principal (verbally).

Schedule meeting. Discuss the issues. Implement any agreements. No further action.

### **FORMAL STAGE 3**

Formal signed written comments / complaints made to principal.

Acknowledge receipt (within 10 days).

Investigate the complaint.

Implement any agreements / changes.

Confirm outcomes in writing (within 20 days).

No further action.

### **FORMAL STAGE 4**

Formal written comments / complaints made to Chairperson of Sub-Committee.

Acknowledge Receipt (Within 10 working days).

Investigate the issues / meet with complainant.

Implement any agreements / changes.

Confirm outcomes in writing (within 25 working days).

No further action.

### **APPEALS PROCESS**

Written request to have case heard by full Board of Management.

Acknowledge Receipt. (10 working days).

Meet with complainant. (30 working days).

Consider the issues.

Implement any agreements / changes.

Confirm outcomes in writing (by the 40th working day).

*All complaints which reach Stage 3 will be reported to the Management Committee. Where complaints are dealt with at a lower stage these will only be discussed by the Management Committee where they require changes to our current policies/procedures.*