

Complaints Policy

After School Club (ASC) & Breakfast Club (BFC)



A process for responding to complaints about Samarès After School Club (ASC), Breakfast Club (BFC) or Nursery (where not covered by other policies). The school will always seek to resolve complaints informally. Where this is either not possible or appropriate the policy sets out a formal three-stage complaints process, led by the Headteacher.

Introduction

We make every effort to be approachable and hope that you will come to us with any problems or queries related to ASC or BFC. The ASC Administrator is available throughout the times of the club each day to discuss any small matters. If you would like the opportunity to meet privately for more than a few minutes, then a mutually acceptable date/time can be arranged.

The aims of the Complaints Procedure are to:

- Provide an effective means for anyone to lodge a complaint about Samarès ASC, BFC or Nursery.
- Ensure that complaints are investigated quickly, fairly, and sensitively.
- Respond to complaints within clear limits.
- Provide an additional means of monitoring and improving Samarès ASC, BFC or Nursery's ways of working.

All complaints will be treated as confidential. Only those members concerned with investigating the complaint will have access to the file. No information regarding the investigation will be made available publicly. Many complaints can and should be dealt with informally. The complaints procedure provides for a course of action should the complainant be left dissatisfied with the outcome from the informal stages.

The purpose of these guidelines is to provide a means to resolve complaints at school level. The complaints procedure does not deal with the following areas, which are covered under separate policies: staff grievances or allegations against staff. Definition of a complaint A complaint is a clear expression of dissatisfaction, however made, by a person or persons with a legitimate interest in Samarès ASC or BFC (but not being employed at the school) about the standard of supervision, the conduct, actions, or lack of action, of members of the staff employed which affects an individual or group. It is left to the Headteacher's discretion to decide whether the gravity of an anonymous complaint warrants investigation.

Receiving a complaint

A complaint can be received by any member of staff, who should then inform the ASC Administrator of the nature of the complaint and the way in which it was dealt with.

Procedures

The complaint should be promptly referred to the ASC Administrator who will decide whether to escalate the investigation of the complaint to a senior member of staff or whether to undertake the investigation herself. The member of staff investigating the complaint will ensure that a written acknowledgement is sent to the complainant.

The acknowledgement will give a brief explanation of the school's complaints procedure and will give a target date for providing a response.

The investigator should speak or meet separately with all appropriate parties, including the complainant, to establish all the facts relating to the complaint.

Where a child is involved, the child's parent / guardian should be notified and allowed to be present if wished. Once all the relevant facts have been established to the satisfaction of the investigator, a written response to the complaint should be produced. This will include an outline of the complaint, the main findings of the investigation and the decision reached, and where appropriate, what action the school is proposing to take to resolve the complaint.

The resultant report, if managed by the ASC Administrator, must be endorsed by the Headteacher. The response should also inform the complainant that should they remain unsatisfied, they would have a right of appeal to the Department for Children, Young People, Education and Skills (CYPES) on ceys@gov.je or 01534 449387.
