

Complaints Procedure

At Northleaze After School Play Club we aim to provide you with the best possible service we can deliver. However, if there is an area where you are dissatisfied, please tell us. Unless we know we are unable to put it right. In the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

In the event of you not being satisfied then:

1. Approach or make an appointment with the Play Leader, who will complete a complaints record and deal with the issue as soon as possible. You will be provided with a written account of any action taken within 20 days of the complaint for Childcare Register or 28 days for the Early Years Register.
2. If this is not possible or you are still dissatisfied, a complaint can be made to the Management Committee/Owner. The Chairperson/Owner to contact is Northleaze Primary School Headteacher.
3. If you are unhappy with the outcome of this or you have a Child Protection/Safeguarding concern, then contact:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 1231

Date to be reviewed: January 2025
Date amended: January 2020
Date signed off: January 2020
Signed: Kathleen Williams
Signed: Susie Smarth