

LASER

*Summer
Camp*



Complaints Policy

At Laser Summer Camp we provide an Out-of-School Day care facility. If at any time there is anything that you feel is not as you would want, and that you feel your child care has been compromised we are more than happy to receive your views. We class this as a compliant but we will use it as feedback

How do I make a complaint about something?

The first thing you should do is speak to a member of staff. In matters relating to any form of complaint parents are directed to the manager – in most cases this will be Graham Baily in the first instance.

The matter will be discussed verbally, and then the parent has access to an **official complaints form**. If it is a staff complaint, they can use the staff complaint form in the same way. These forms will be treated with the utmost importance, and if the complaint is deemed so – Graham Baily will discuss with the other Directors.

These forms will be kept on file and used within the ongoing review process at Laser summer camp.

After any forms have been submitted - someone will come to speak to you and will advise you about what course of action seems sensible. Whoever you contact will speak to you again at the earliest convenience.

At Laser summer camp we have recognised that we also get feedback/complaints from parents over the phone, or simply verbally. We now have a form that can be completed with regards these points.

Staff Complaints Procedure

If at any time a member of staff feels they need to make a complaint, they will be asked to firstly discuss the matter with G.Baily.

After this initial discussion the member of staff will be able to fill out a complaints procedure form. This will be filed, and they will be asked how they would like the matter dealt with.

If the matter is above our dealings, G.Baily shall contact an employee relations officer to discuss.