



COMPLAINTS PROCEDURE

1. If a parent/carer has a complaint about Ashton Gate Out of School Care's (AGOSC) everyday operation, they should in the first instance speak to the Play Centre Manager. The Play Centre Manager will investigate the complaint and respond to the complaint verbally within 48 hours.
2. If the parent/carer is dissatisfied with the response from the Play Centre Manager they should refer the matter in writing to the Management Committee (MC). The MC will investigate the complaint and respond in writing within ten working days of the complaint being written.
3. If the complaint is about a playworker the parent/carer should refer the matter, in writing, to the MC. The MC respond in writing within ten working days of the complaint being written.
4. If the parent/carer is dissatisfied with the response from the MC in the situation of point 2 or 3 above, the complaint can be submitted in writing to Ofsted.

The address is:

*Ofsted
National Business Unit
Piccadilly Street
Store Street
Manchester
M1 2WD*

5. AGOSC holds a Complaints log book and all complaints will be recorded. The record of complaints will be kept for at least three years.