



After School Club - Complaints Policy

At Sinai School After School Club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our Complaints Policy is displayed on the school website and a hard copy is available upon request. Records of all complaints are kept for at least three years.

The After School Club lead is usually responsible for dealing with complaints. If the complaint is about the After School Club lead, a senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an Incident log and a Complaints log will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity or complaints about an individual staff member:

To be raised with the After School Club lead will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the After School Club lead.

The After School Club lead will:

Acknowledge receipt of the letter within 7 days.

Investigate the matter and notify the complainant of the outcome within 28 days.

Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.

Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the After School Club lead will refer the situation to the Club's Child Protection Officer, who will then contact the School's Designated Child Protection Officer and the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the After School Club lead will contact the police.

If the complaint is not resolved after the completion of Stage two, the school's Complaints Policy will then be followed.

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Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about the Sinai School Afterschool Club at any time. Ofsted will consider and investigate all complaints.

This Policy was adopted by: SJP Afterschool Club	April 2021
To be reviewed:	May 2023
Signed by: <i>The Governing Board</i>	