



COMPLAINTS PROCEDURE

Full Circle Sports strive to deliver a high quality standard to all, in which parents and children are handled with respect and courtesies at all times and feel valued and listened to.

We welcome suggestions on improvements and regularly ask for feedback from parent/carers in order that their needs can be met. Any concerns will be dealt with promptly and it is our aim that all parent/carers feel comfortable to voice their opinions, safe in the knowledge that they will be listened to and responded to, with a satisfactory conclusion for all involved.

We are required by Ofsted to keep a summary of complaints and should be made available to parents as well as Ofsted. The Camp Manager follows up all complaints.

Making a Complaint

Stage 1 - at this stage the parent and member of staff should be able to talk through complaints and deal with them to a satisfactory resolution.

Stage 2 - occurs if stage 1 either reoccurs or fails to meet a satisfactory outcome. At this stage the parents put their concerns in writing to the Camp Manager which are stored confidentially. The Camp Manager must meet with the parents once the matter has been investigated in order to discuss the outcome.

Minutes of the meeting must be taken accurately including the decisions that have been jointly made. All parties must sign to say that they agree with the document, and they will receive a copy of it too. At this point the signing should signify a conclusion to the matter.

Stage 3 - If stage 2 is not completed through lack of agreement an external mediator may be invited in to help settle the complaint. This is someone who is deemed acceptable to all parties and can listen. The mediator role is to offer suggestions, but must be noted that they have no legal power to make decisions

The mediator keeps records of conversations and meetings (and his/her advice) and can hold separate meetings with both parties if deemed a more acceptable form of resolution.

Stage 4 - occurs when the mediator calls a meeting for all parties and the advice is delivered in order to make a decision, which is acceptable to all parties. A record is kept of the meeting and everyone is asked to sign the record and then receives a copy of it. If signed, this indicates that the matter is resolved.

Please be aware that if you withdraw your child from camp due to a complaint and that this withdrawal is not notified to, and agreed with, the camp manager or head office, prior to withdrawal then we will not be able to issue any level of refund.

The Role of Ofsted

Parents may contact Ofsted at any stage of the proceedings if they feel that they have concerns regarding the settings registration requirements. The details of which are located on the Ofsted website under childcare in a non-domestic setting, together with the Ofsted registration number which are available on site.

Ofsted will investigate any claims that they feel necessary, which may result in actions being taken for the setting to address, evaluate and monitor. The outcome of all complaints is recorded, which is available for parents and Ofsted inspectors.

Ofsted Contact Details

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Email: enquiries@ofsted.gov.uk