



COMPLAINTS PROCEDURE

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NLS is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances we want to know so that we put them right and learn from mistakes.

STAGE ONE

If a parent/carer has a complaint about aspect of NLS, it will often be possible to resolve the problem by simply speaking to the individual concerned and or/ to the manager. As outlined in the Partnership with parents/carers policy, NLS is committed to open and regular dialogue with parents/carers and the club welcomes all comments. In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then stage two of the procedure will be formally come into operation.

STAGE TWO

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to Scott or Luke. Relevant names, dates, evidence and any other important information. NLS will acknowledge receipt of the complaint as soon as possible- within three working days at least. And fully investigate the matter within 10 days. If there is a delay, NLS will advise the parents/carer of this and offer an explanation. Scott and Luke are responsible to replying to the complaints.

If Scott or Luke has good reason to believe that the situation has a safeguarding issue, they should ensure the children's social care have been informed, within 24hrs. If the Scott and Luke believes that a criminal offence has been committed, then they should contact the police.

The formal response to the complaint from NLS will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to NLS policies and procedures emerging from the investigation. Luke or Scott will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the club's response. *All complaints should be recorded with full facts and keep on site in the complaints folder for 10 years.*

STAGE THREE

If the conclusion of these process parents/carers remains dissatisfied with the response, the original complaint along with the club's response will be passed to the registered person, Scott or Luke. Scott or Luke will respond within three days and arrange a time to meet parents and carers. If a further investigation is required this matter will be investigated with 10 working day and reported back to the parent/carer and any other relevant adults.

STAGE FOUR

Any parent/carer can, at any time submit a complaint to the school.

Stage	Days
Stage One	0
Stage Two	3 days to respond 10 days to investigate and report back
Stage Three	3 days to respond and 7 days to investigate and report back
Total Days	23 days in total