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|   | **Complaints Procedure** |
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| Procedure/Steps  |
| **Complaints Procedure**SuperStars staff work in partnership with parents to meet the needs of the children, both individually and as a group. Information is shared with those on a need to know basis, but always where possible with parents. The aim of this document is to clarify the preferred procedure that any complainant should take in order to have their concern dealt with promptly and appropriately.Any complaint regarding any aspect of the course service should be made in writing to the Head Office within 14 days of the incident/attending date of the child. The details of the incident/allegation should be as full as possible to allow a comprehensive investigation to be carried out. A summary of complaints is available for parents on request.The Holiday Course Manager is responsible for dealing with complaints. If the complaint is about the Holiday Course Manager, the complaint will be passed to a member of the Senior Team. Any complaints will be dealt with in the following manner:Stage OneComplaints about aspects of course activity:* The Holiday Course Manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member: * If appropriate, we will encourage the parent to discuss the matter with staff concerned.
* If the parent feels that this is not appropriate, the matter will be discussed with the Holiday Course Manager, who will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution.

Stage TwoIf 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 Head Office. SuperStars, Pencoed Technology Park, Pencoed, Bridgend CF35 5HZ. Head Office will:* Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days
* Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the course practices or policies as a result of the complaint
* Contact the relevant parties to discuss the courses response to the complaint, either together or on an individual basis.

If child protection issues are raised, the Holiday Course Manager will refer the situation to the Organisations Child Protection Officer, who will then contact Social Care and follow the procedures of the **Safeguarding and Protecting Children Policy**. If a criminal act may have been committed, Manager will contact the police.  |
| **Responsibility(ies)** |  |
|  Head Coach, SuperStars Staff, HC Manager  |  |