



COMPLAINTS POLICY

PROCEDURE TO BE FOLLOWED WHERE A COMPLAINT IS MADE ABOUT HOP SKIP AND JUMP

Any member of staff who has received a verbal complaint, about any aspect of the work of Hop Skip and Jump, must report this to the Centre Management.

Centre Management will discuss the issue or complaint and hopefully resolve the concerns.

If the complainant wished to pursue the matter further they should be requested to do so in writing to Foundation Office.

If a letter from complainant is received at Foundation Office a letter of receipt will be sent informing them of further investigation. The head office will inform the complainant of the outcome within 28 working days of the complaint being made.

Following investigation, a letter will be sent to the complainant to see if the issues can be resolved.

Should the complainant prefer to discuss matters with an external body, OFSTED can be contacted.

Should the complainant prefer to discuss matters with an external body, OFSTED can be contacted by either calling them on 0300 123 1231, by email at enquiries@ofsted.gov.uk or in writing to OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD.

Please put on all correspondence our reference number EY434789.

