

# **Complaints Policy**

## **Allstars Holiday Club**

**Office Address:** 3 Crewe Road, Sandbach, CW11 4NE

**Email:** [office@weareallstars.co.uk](mailto:office@weareallstars.co.uk)

## **1. Policy Statement**

At Allstars, we strive to provide the highest standards of care, communication, and professionalism. We welcome feedback and take complaints seriously as opportunities to learn, improve, and maintain positive relationships with parents, carers, children, and the wider community.

This policy outlines how concerns and complaints can be raised and how we will respond.

## **2. Aims**

- To provide a clear, fair, and accessible procedure for complaints
- To resolve issues as quickly and effectively as possible
- To maintain open and respectful communication with all parties involved
- To use complaints constructively to improve our service

## **3. Definition of a Complaint**

A complaint is an expression of dissatisfaction, whether made verbally or in writing, about an aspect of the club's provision, staff conduct, environment, or management.

Minor concerns or informal feedback can often be resolved without initiating the full complaints procedure.

## **4. How to Raise a Concern or Complaint**

### **Stage 1 – Informal Resolution**

- Most concerns can be addressed promptly by speaking to a member of staff or the Club Manager.

- Staff will listen, take notes, and aim to resolve the matter quickly and informally.

## Stage 2 – Formal Complaint

If the issue is not resolved or is of a more serious nature, a formal complaint can be made:

- Submit the complaint in writing via email to: **office@weareallstars.co.uk**
- Include your name, contact details, a clear description of the complaint, and any relevant information.
- A member of the senior team will acknowledge your complaint within 3 working days and aim to provide a full response within 10 working days.

## Stage 3 – Further Action

If you remain dissatisfied after the formal response, the complaint may be escalated to a Director for review.

If you are still not satisfied and the issue relates to our **registered holiday provision**, you may contact **Ofsted**:

**Ofsted Complaints Line:** 0300 123 4666

**Website:** [www.gov.uk/ofsted](http://www.gov.uk/ofsted)

## 5. Confidentiality

All complaints are handled with confidentiality. Information is only shared with those directly involved in resolving the matter.

## 6. Record Keeping

- Written records are kept of all formal complaints and their outcomes.
- These are stored securely and reviewed during policy reviews or inspections.

## 7. Review

This policy is reviewed annually and in line with changes to legislation or best practice.

**Date of next review:** August 2026

**Policy lead:** Club Manager