



Complaints Policy

At All Stars Holiday Clubs, we aim to work closely with parents and carers to provide a high-quality childcare service for all children. If we do not meet this standard, we encourage feedback so we can review and improve our practices.

Our complaints policy is available on the All Stars Holiday Clubs website, and records of all complaints are kept for at least three years. A summary of complaints is available to parents on request.

Responsibility for Complaints

The registered person (Georgie Moriarty) is usually responsible for handling complaints. If the complaint involves the Registered Person, the manager or another senior staff member will investigate. All complaints about staff members are recorded on an **Incident Log** and a **Complaints Log**.

Procedure for Handling Complaints

Stage One – Informal Resolution

Complaints about Club activities:

- The manager will discuss the matter informally with the parent or carer and aim to reach a satisfactory resolution.

Complaints about a staff member:

- Where appropriate, the parent may be encouraged to speak directly to the staff member.
 - If this is not suitable, the Manager will discuss the complaint with the staff member and work towards a satisfactory resolution.
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Stage Two – Formal Complaint

If a complaint cannot be resolved informally, the parent or carer should submit their concern in writing to the Manager.

The registered person will:

- Acknowledge receipt within **7 days**.
- Investigate the matter and provide a written response within **28 days**.
- Include details of any recommended changes to Club policies or practices resulting from the complaint.
- Meet relevant parties to discuss the response, either individually or together, as appropriate.

Child protection or criminal concerns:

- If the complaint involves safeguarding, the manager/ registered person will refer it to the Club's Designated Safeguarding Lead, who will follow procedures outlined in the Safeguarding Policy and contact the Local Authority Designated Officer (LADO) if required.
- If a criminal act is suspected, the Manager will contact the police.

Complaints to Ofsted

Parents and carers may submit a complaint to Ofsted at any time.
Ofsted will investigate all complaints thoroughly.

Contact details:

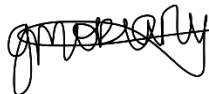
- **Address:** Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD
- **Telephone:** 0300 123 1231 (general enquiries) | 0300 123 4666 (complaints)

Policy created by All Stars Holiday Clubs

Date: October 2025

To be reviewed in October 2026

Signed by



Georgie Moriarty (Club Founder)

*Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2023):
Safeguarding and Welfare Requirements: Managing children's behaviour [3.53 – 3.54].*