



## Complaints Procedure

### Drop & Dash Complaint Form

Drop & Dash look after your services, and are responsible for the success of their clubs, holiday clubs, team members and safety of the children.

If you have any queries or questions about Drop & Dash, speak to Dashiell Cordell, Director Drop & Dash or Ricardo Monteiro, General Manager at The Parsons Green Club. If your issue is not resolved then please proceed below.

Drop & Dash own the kids club, and work in partnership with parents and The Parsons Green Club 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 to have their concern dealt with promptly and appropriately.

Any complaint regarding any aspect of the Drop & Dash service should be made in writing online within 14 days of the incident/attending date of the child. The details of the concern, incident or allegation should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with directly by the Director, Dashiell Cordell.

If the complaint is about Dashiell Cordell, this will be dealt with by the Parsons Green Club: Ricardo Monteiro, General Manager or CEO Matt Roper. All complaints will be acknowledged within 24 working hours even if it is just to inform the complainant that we are investigating the matter and will get back to them as soon as is practicable. Any complaints received by colleagues will be recorded on an **Incident Log** and reported to the Local Area Manager and logged on our Complaints system. All complaints will be dealt with in the following manner:

### **Stage one**

Complaints about aspects of club activity:

The Director (Dashiell Cordell) will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual colleague:

- If appropriate, we will encourage the parent to discuss the matter with colleagues concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the Parsons Green Club if it's about Dashiel Cordell, the Director of Drop & Dash. We will then discuss the complaint with the individual concerned and try to reach a satisfactory resolution.

## **Stage two**

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing below.

- Acknowledge receipt of the letter within 7 days and investigate the matter within 28 days during term time.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the club's practices or policies as a result of the complaint. A Complaint Form will be completed to include details of action taken, timeline of events and for the parent to express how well the complaint was dealt with.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the club leader will refer the situation to the company's safeguarding lead, who will follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the Police will be contacted.