



TETRA SPORTS AND FITNESS

☎ 07515558862 / ✉ admin@tetrasports.co.uk / 🌐 www.tetrasports.co.uk

Tetra Sports and Fitness After School Club & Holiday Camps Complaints Policy

At Tetra Sports and Fitness we aim to work in partnership with parents/carers to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on the premises at all times. Records of all complaints are kept for at least three years. (A summary of complaints is available for parents/carers on written request).

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, another senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on a Complaints form and a Complaints log will be completed. All complaints will be dealt with in the following manner:

Stage one

Complaints about aspects of Club activity:

- The 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 the parent/carer will be encouraged to discuss the matter with staff concerned
- If the parent/carer feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is not possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.



Ofsted registration numbers:
St John's CofE Digswell – 2653845
Springmead Primary - 2664160



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- Investigate the matter and including how it relates to our fulfilment of our statutory duties under EYFS and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- 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, if applicable.
- Meet relevant parties to discuss the Club’s response to the complaint, either together or on an individual basis.

If child protection or wider safeguarding issues are raised, the Club’s Designated Safeguarding Lead, or Deputy Safeguarding Lead if the matter pertains to the Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, police will be contacted.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Tetra Sports and Fitness at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints. Ofsted’s email address is: enquiries@ofsted.gov.uk
Telephone: 0300 123 1231 (general enquiries)
0300 123 4666 (complaints)

This policy was adopted by: Tetra Sports and Fitness	Date: 01/09/2024
To be reviewed: 01/09/2025	Signed:  NEIL MALES – Owner/DSP
DOC REF: COMPpol2425V1	

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2043): Safeguarding and Welfare Requirements: Complaints [3.84 – 3.85].*



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