

## **COMPLAINTS POLICY**

We have a three-stage complaints procedure:

Stage 1: Informal – to the Centre Manager

Stage 2: Formal – to The Play Professionals Head Office

Stage 3: Formal – to The Play Professionals Board of Trustees

Stage 1: Informal Complaints

Every effort is made to resolve complaints or difficulties informally. If you have a complaint about our services please approach the Centre Manager, in the first instance, to discuss your concerns.

If after discussion, you feel your complaint has not been or cannot be resolved informally, you may use our formal written complaints procedure.

### **Stage 2: Formal Complaints**

Address any formal complaint to:

The Play Professionals Head Office, Richard Atkins School, New Park Rd, Brixton Hill, London SW2 4JP or email [info@playp.org.uk](mailto:info@playp.org.uk).

During term time or when holiday Playschemes are operating, you should receive a response within 5 working days. Response times may be longer during other parts of the year.

### **Stage 3: The Board of Trustees**

If you are unhappy with the response through the formal complaints procedure, please write to: The Chair, The Play Professionals Trustees, c/o Richard Atkins School, New Park Rd, Brixton Hill, London SW2 4JP.

The decision of the Trustees is final.

### **Ofsted Complaints**

The Play Professionals clubs meet the standards set by the Office for Standards in Education (Ofsted).

If you are unhappy with the quality of the services we provide and you have been unable to resolve the problem locally, you can contact Ofsted quoting our registration number.

The Ofsted registration numbers of our centres are available from the Centre Manager and can also be found on our website. The contact number for Ofsted is 0845 640 40 40.

**Emergencies & Child Protection Issues**

If you have an urgent complaint, which is a child protection issue, please email us immediately at [info@playp.org.uk](mailto:info@playp.org.uk).