



Laser Summer Camp Complaints Policy

As of January 2025
Working document
P.Tearle and M. Boulton

Complaints Policy

At Laser Summer Camp we provide an Out-of-School Day care facility. If at any time there is anything that you feel is not as you would want, and that you feel your child care has been compromised we are more than happy to receive your views. We class this as a compliant but we will use it as feedback

Parental Complaints Procedure

How do I make a complaint about something?

The first thing you should do is speak to a senior member of staff. In matters relating to any form of complaint parents are directed to the onsite manager. If out of hours then parents can email complaint@lascamp.co.uk and copy in ptearle@yahoo.co.uk The matter will be discussed verbally, and then the parent has access to an **official complaints form**. If it is a staff complaint, they can use the staff complaint form in the same way. These forms will be treated with the utmost importance, and if the complaint is deemed so, the manager will discuss with the Directors. These forms will be kept on file and used within the ongoing review process at Laser summer camp.

After any forms have been submitted - someone will come to speak to you and will advise you about what course of action seems sensible. Whoever you contact will speak to you again at the earliest convenience.

At Laser summer camp we have recognised that we also get feedback/complaints from parents over the phone, or simply verbally. We will record these discussions either as a complaint or as feedback to act upon if deemed necessary.

If you wish to make a complaint to the local authority or to Ofsted please use the contact details at the bottom of the document.

Staff Complaints Procedure

If at any time a member of staff feels they need to make a complaint, they will be asked to firstly discuss the matter with the onsite manager. If the complaint is about the onsite manager – they must consult with either P.Tearle 07855 012328 or email complaint@lascamp.co.uk.

After this initial discussion the member of staff will be able to fill out a complaints form. This will be filed, and they will be asked how they would like the matter dealt with. The senior member of staff dealing with the complaint will make a full written copy of the complaint, and consult other members of the organisation if they see fit.

If the complaint involves child protection issues, then the child protection officer at Laser will be informed and a decision made whether social services need to be consulted on the matter.

If the matter is above our dealings, the onsite manager shall contact an employee relations officer to discuss.

Parents and Staff

If, at anytime, you do not feel your complaint has been dealt with sufficiently you may contact the local authority or Ofsted.

Local authority:

Early Years & Childcare Adviser

Alexa Gill

County Hall

Topsham Road
Exeter
EX2 4QD
01392 383000

OR

Ofsted directly from 8am to 8pm, Monday to Friday.
Phone 0300 123 4666, or email enquiries@ofsted.gov.uk.

Staff on the helpdesk will discuss your concerns with you, advise you about whether to put your complaint in writing to us or suggest other ways to deal with your concerns.