



# ST. BRIDGET'S SCHOOL

## KID'S CLUB

(Acorns and After School Club)

SCHOOL BROW  
BRIGHAM  
COCKERMOUTH  
CUMBRIA  
CA13 0TU  
TEL.01900825689  
MOB07538868313

### KIDS' CLUB

#### COMPLAINTS AND SUGGESTIONS PROCEDURE

St Bridget's Kids Club aims to offer a welcome to each child and a warm caring environment. However, suggestions on how to improve our practice are welcome and will be given careful consideration. We believe that complaints can be made constructively and we hope to resolve issues brought to us informally and amicably at an early stage – We encourage parents and staff to act proactively in the event of a conflict or dissatisfaction with our services and inform us promptly. Complaints will be taken seriously and dealt with fairly in a way that respects confidentiality.

#### **Making concerns known**

A parent or carer who is concerned about any aspect of the clubs' provision should talk to the club leader or the chair of the management committee— depending on the nature of their concern.

If within two weeks there is not a satisfactory outcome or if the problem re-occurs, put it in writing to the Chair, and request a meeting with the chair and the club leader.

A written record of the meeting should be taken, noting any decisions or points for action.

If agreement cannot be reached, an external mediator, acceptable to both parties should be invited to listen to both sides and offer advice. The mediator will keep the discussion confidential. A written record will be kept of negotiation, advice, and suggestions made.

The club is registered by:

**OFSTED**  
**[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**  
**Tel: 0300 123 4666**

As an alternative you are in your rights to discuss with an inspector of any complaints/ concerns you may have about the club at any given time. However, we would always encourage you to initially approach a member of the committee so that we can attempt to resolve the issue first.

Signed by.....L J Hemingway..... Chairperson

Date .....May 24.....

To be reviewed May 2027