

2 DA STAGE PERFORMING ARTS & CHILDCARE CLUB

Address: Ark Academy Primary School, Forty Avenue,
Wembley, HA9 9JR

Tel: 07983 747 503 **Email:** twodastage@yahoo.co.uk

Company Number: 07800698 **Ofsted Number:** EY441090



CUSTOMER CARE

COMPLAINTS PROCEDURE

2 Da Stage aims to provide a good quality accessible service to parents and children. If you want to make a suggestion that will improve our clubs please speak to the Club Supervisor, or fill out one of our 'suggestions forms'. Any member of staff can give you one.

But there are times when things go wrong, and if you feel dissatisfied with our service we have a formal complaints procedure as set out below. We welcome the opportunity to learn what we are doing wrong, and where we can make improvements.

If you or your child has a complaint against a member of staff, or some aspect of the club, we would like you to discuss it informally, either with the Club Supervisor or the management team who you can contact by phone. We hope we can resolve the matter straight away. If you are not satisfied with the response, you should follow the formal procedure below:

Stage One

You should put your complaint in writing with full details of what your concerns are, (with any dates and times as appropriate). You should send this to the Directors (address below).

We will acknowledge your complaint as soon as possible. We will then investigate the matter and give you a full reply within fourteen days, or if there is a delay, advise you of the reasons.

If you are not happy with the response you receive, you can ask the Directors to refer the matter to the next stage.

Stage Two

The Coordinator will refer the complaint and response to the Chairperson. The Chairperson will then fully investigate the matter. The Chair of the Directors will send a reply within four weeks explaining how the complaint was investigated and detailing the outcome.

The decision of the Chairperson is final.

Correspondence Address:

Anita Parris- The Chairperson
2 Da Stage Performing Arts & Childcare Club
Ark Academy Primary School
Forty Avenue
Wembley
HA9 9JR
(Tel: 07983 747 503)

Ofsted Complaints

2 Da Stage Performing Arts & Childcare Club meet the standards set by the Office for Standards in Education (Ofsted). In the event that you are unhappy with the quality of the services we provide at after school clubs and holiday playschemes and if you have been unable to resolve the problem locally, please write to 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.