



Highland Games

COMPLAINTS PROCEDURE

Informal Approach

If parents and guardians are concerned about an issue relating to their child's wellbeing, including those children in the EYFS, they should contact their child's key person/activity leader. If that does not resolve the problem parents should then contact the Director by telephone.

Formal Approach

If the problem has not been satisfactorily resolved by the informal approach parents or guardians may write to the Director, who will normally respond within 5 working days and, after considering the matter, attempt to reach a resolution.

Note 1

Correspondence, statements and records will be kept confidential except where disclosure is required by law including where the Secretary of State or a body carrying out an inspection of the organisation requires access to them.

Note 2

A record will be kept of complaints, noting at which stage they have been resolved. The record will be retained for a minimum of 3 years.

Note 3 – Early Years Foundation Stage (EYFS)

If the organisation receives a complaint from a parent or guardian relating to the HG EYFS provision (Reception Class age) the complainants will be notified of the outcome of an investigation within 28 days of that complaint being received in writing. The record of complaints must be made available to Ofsted and ISI on request.

The parents/guardians of children who attend HG are entitled to raise complaints about the organisation's provision with the Ofsted, contact details are below.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone helpline 0300 123 1231
Or E-mail your complaint to enquiries@ofsted.gov.uk