

The Hollow Lane Club



COMPLIMENTS AND COMPLAINTS PROCEDURE

We want to make sure you are satisfied with our services. We need to know what we are doing well, what we can do better and if we are doing anything wrong. We take all compliments and complaints seriously to ensure we maintain what is working well and improve our practice where something is not working well.

What do I do if I am happy?

Please let us know. Write in the diary, send us a letter and please complete the feedback forms whenever you receive them. Your comments mean a great deal to us and are important for us to collate and share with the organisations that give us grant money.

What do I do if I am unhappy?

If you are unhappy with the service you have received from The Hollow Lane Club you can make a complaint or raise your concerns. Doing this will not affect the service any child or young person will receive. Any complaint will be treated confidentially and sensitively and we will respond as soon as possible.

1. Many problems can be resolved quickly and easily by talking to a member of staff. Tell them what is worrying you and they will try to find a solution or tell you the best person to speak to.
2. If you don't feel comfortable doing this, ask to speak to one of the managers or the General Manager – Mary Roche. You are welcome to bring your advocate and/or a supporter.
3. If issues are not satisfactorily resolved, a Parent, carer or young person may then request a meeting with one of the Trustees.
4. If issues are still not satisfactorily resolved then the parents or carers are advised to put their complaint to OFSTED:
 - The helpdesk is open from 8am – 8pm, Monday to Friday. Phone 0300 1234 234, or email enquiries@ofsted.gov.uk.
 - An online complaints form can be completed at www.ofsted.gov.uk/onlinecomplaints.
 - A formal, written complaint can be sent to Enquiries, National Business Unit, Ofsted, 5th, 6th & 7th Floors, Piccadilly Gate, Store Street, Manchester M1 2WD
5. Alternatively contact your Social Worker with details of your concerns. They may be able to help resolve your concerns informally, and if not they can tell you more about how to make a complaint and how to access advocacy services.

All complaints are logged and we respond to all concerns.