

# The Hollow Lane Club



## Complaints Policy

Parents or carers who are unhappy with any aspect of their child being at The Hollow Lane Club should immediately approach the Manager.

If the parent or carer's concern is not satisfactorily resolved after a discussion or interview with the Manager, then they can follow the formal procedure laid out below:

1. Parent or carer may then request a meeting with one of the Trustees.
2. If issues are 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](mailto:enquiries@ofsted.gov.uk).
  - An online complaints form can be completed at [www.ofsted.gov.uk/onlinecomplaints](http://www.ofsted.gov.uk/onlinecomplaints).
  - A formal, written complaint can be sent to Enquiries, National Business Unit, Ofsted, 5<sup>th</sup>, 6<sup>th</sup> & 7<sup>th</sup> Floors, Piccadilly Gate, Store Street, Manchester M1 2WD