

Soccer Shooter Complaints Policy and procedure



Updated April 2021.

Everyone has the rights to complain.

All complaints will be treated seriously and with respect. If the complaint can be resolved at any stage will not proceed any further.

Should you need to complain please follow the procedures below:

- Email: Info@soccershooters.com or use the contact form on the website. Please detail as much relevant information as possible in relation to the complaint.

If a verbal/written complaint is brought to light, it will be discussed with the Soccer Shooters Operations Manager in order to resolve the situation with the parent/carer.

If the complaint is about the Operations Manager then the Managing Director will carry out the complaints process.

If necessary a written report with the complainant will be completed and the complaint will be investigated by senior staff.

If the parent/carer is not satisfied with the outcome of the complaint he/she has the right to make contact with Ofsted via the information below.

Staff will reply to the complaint within 28 days by email.

The complaint will be kept on record for a minimum of 3 years.

Where necessary the Administration Manager will contact Ofsted regarding the pending complaint and present them with information about the complaint.

Complain about childcare

You can get in touch with Ofsted at enquiries@ofsted.gov.uk or 0300 123 4666 to complain about a childcare provider. However, Ofsted's powers here are limited: their role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary.