



Aston Rowant C+E Primary School

WAC Complaints Policy

Mission Statement

Growing together, rooted in God, enjoying fullness of life. Colossians 2:1-7

Date of Policy: January 2026

Date of review: January 2027

Head Teacher: Mrs Helen France

Date: January 2026

Chair of Governors: Mr Tom Sowerby

Date: January 2026

At Aston Rowant WAC club we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is available on the website. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

Minor complaints will be handled by the WAC team. If the complaint is serious or about a member of the WAC team the Headteacher will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one - Complaints about aspects of club activity:

- The WAC team will discuss the matter informally with the parent or carer concerned and aim to resolve the situation.

Complaints about an individual staff member:

- The matter will be discussed with the headteacher, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should be directed to the Governing Body. The Governing Body will:

- Investigate the matter and notify the complainant of the outcome within 7 days.
And /or
- Meet relevant parties to discuss the club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, the WAC team will refer the situation to DSL, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the supervisor will contact the police.

Making a complaint to Ofsted - Any parent or carer can submit a complaint to Ofsted about Aston Rowant WAC club at any time. Ofsted will consider and investigate all complaints.

Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)

GRATITUDE RESILIENCE OUTREACH WONDER TRUST HARMONY

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