

Complaints Procedure

Complaints should be made in writing to the Breakfast and After School Club Manager. The complaint will be acknowledged and investigated within seven days. If you are not satisfied with the outcome, you may refer the matter to the management committee.

Comments, compliments and complaints can also be made in writing to:

The After School Club Manager
The Headteacher of School
The Governing Body

Or OfSTED
Inspection Support Team
Building C
Cumberland Place
Park Row
Nottingham NG1 6HJ



**Brierley Hill Primary
Breakfast and After School Club**

Brierley Hill Primary School
Mill Street
Brierley Hill
West Midlands
DY5 2TD

Telephone: 01384 816980
01384 816985
07913 884032

Information



Dear Parent/Carer

Welcome to our Breakfast and After School Club, we hope that you and your child enjoy the experience!

We aim to provide fun and friendship for everyone by giving them the opportunity to join in with games and activities that will stretch their imagination.

We will:

- Keep you informed of opening times, fees and any other relevant information.
- Be consistent and reliable, to enable you to plan with peace of mind.
- Listen to your views and concerns to ensure that we continue to meet your needs.

All policies are available for you to look at upon request.



Information you need to know!

- The club has been inspected and registered with OfSTED.
- Our staff have relevant qualifications and are cleared with the Criminal Records Bureau.
- A qualified first-aider will be available each day.
- Our staff/child ratio is 1 adult : 8 children.
- Snacks and drinks will be available for your child.
- All children are expected to behave appropriately at the club, positive behaviour will be encouraged.
- Rules and sanctions will be set up by the club and adhered to.
- Classrooms in school are closed at 3.15 pm. It is the children's responsibility to make sure that they have remembered everything to go home. Anything that has been left must wait until the next morning to be collected and we request, for security reasons, that you do not return to the classrooms after 3.15 pm.
- Please notify us of any changes to bookings. Half fees are payable if your child is ill or on holiday. If your child is away for any other reason or we are not notified at the beginning of the school day—full fees will be charged.

