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Information for customers

The setting caters as best it can to all families and children. All of our staff have either completed relevant qualifications or are pursuing them currently. Our team are constantly working to improve practice and are committed to offering the best level of care that we can to all children. We are more than happy to cater for any individual preferences that are reasonably accomplishable for us and that will not have a detrimental effect for other service users.

Following are the terms and conditions of using Grover Out of School Club to which all customers agree by signing our registration forms.

1. Grover is to be notified (preferably via text) if your child is unable to attend a session that was booked.
2. All sessions must be paid for in full regardless of attendance.
3. Children must be kept off site if they have been medically advised to do so.
4. Staff are responsible of children’s care and welfare whilst they are in attendance, however staff cannot be held responsible for any accident or injury a child incurs unless it is deemed that staff were negligent in their practice.
5. Cancellation of a recurring booking must be made one month in advance.
6. Late collections of children may incur a fine.
7. Late payment of due fees will incur a fine.
8. Operating hours are 7:30-9am and 2:30-6:30pm term time and 7:30am-6pm (school holiday time only).

Payment of fees

Sessions must be booked in advance to allow us to prepare bills for the start of a month. Fees must be paid by the 15th of the month in which they are due and are to be paid in full by that date. Failure to do so will incur a fine which increases incrementally beginning from the 16th day of the month until the balance is settled in full. If payments are consistently late service users could potentially have their space revoked although will still be liable to pay for all the sessions that are booked. Grover Out of School Club reserves the right to withdraw a child’s space with immediate effect although all best efforts will be made on our part to be reasonable and give parents what help they made need and ensure that children are still given the best levels of care whilst in attendance.

Fees are payable via cash, cheque, online transfers or childcare voucher schemes.

Complaints

Grover Out of School Club are willing to accept any and all enquiries or grievances from our service users. If a service user wishes to make a formal complaint with us they may do so through one of two routes. Complainants may either submit a written account, detailing their reason for dissatisfaction or may request an appointment to speak with the managing director personally.

In either circumstance a written record will be made by Grover Out of School Club and logged within our incident report file. This will include a transcript of any relevant conversations, copies of any correspondence and the outcomes. All information will be recorded as accurately as possible.

Upon enrolment service users are provided with a brochure with contains our terms and conditions as well as having free access to view any of our policies upon request. Terms and conditions are also outlaid one page 1 of the ‘service users’ policies.

Any person submitting a complaint will be notified of outcomes within twenty-eight days, starting from the date that the complaint was formally logged.

Details are readily available on our information board should a service user wish to make a complaint directly to Ofsted. Staff will be as compliant as possible throughout the process and any mishandling of a complaint on behalf of any member of staff may result in disciplinary action. In particular any attempt made by employees to obstruct the delivery of a complaint or to skew the above process in any way will be dealt with severely.