Buzzers Complaints Procedure

Buzzers Academies strongly believes that parents/carers/guardians are entitled to expect courtesy and prompt, careful attention to their needs, concerns and wishes. We welcome suggestions on how to improve our Clubs and Camps and will give prompt and serious attention to any concerns raised regarding any areas of our provision. We hope that most concerns will be resolved quickly by an informal approach to our Club/Camp 'lead' tutors. If this does not achieve the desired result, we have set procedures which we follow if a parent/carer/guardian wishes to further pursue their concerns.

Aim of our complaint's procedure

We aim to manage any parent/carer/guardian complaints in a sensible and amicable manner, offering all individuals involved a visual process to follow, with the intention of resolving all issues raised with minimal animosity towards our staff or provision. We aim to resolve all concerns on the day that they were raised, or at minimum, before the end of the Club term/Camp period.

Methods

To achieve the above, we advise parents/carers/guardians to follow the below process -

Stage 1

- Any parent/carer/guardian who is concerned about an aspect of Buzzers Academies provision, should discuss his/her worries and issues with the 'lead' tutor of the Club/Camp.

Stage 2

- If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent/carer/guardian will then need to put their concerns or complaint in writing to (for Clubs) clubs@buzzers.org.uk or (for Camps) camps@buzzers.org.uk. All emailed complaints will be answered within 28 days.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2. If the complaint is not resolved, stage 3 is implemented.

Stage 3

- The parent/carer/guardian can request a face-to-face meeting with the company Managing Director by emailing matt.walker@buzzers.org.uk. If a conclusion to the complaint is reached, a signed and agreed written record of the discussion will be produced and emailed to the parent/carer/guardian.
- This signed record signifies that the procedure has concluded and that all individuals involved are satisfied that the complaint is fully resolved and requires no further action.
- If, after completion of the face-to-face meeting with the company Managing Director, the parent/carer/guardian is still not satisfied that the complaint has been satisfactorily dealt with and that no agreement can be met, they may request in writing, for the complaint to be investigated further. A company senior member of staff, who has not directly dealt with the complaint from the initial incident, will look at all written documents and formulate a decision based on their own analysis and opinion.

- A final meeting between the parent/carer/guardian, the company Managing Director and the independent senior member of staff, will be held to discuss any further actions required, with the aim to reach an amicable conclusion to the complaint. The company Managing Director will chair the meeting and conclude matters fairly and respectfully. A record of this meeting, including the decision on any further action to be taken, is made and signed by all individuals present. A copy of this record, along with a written summary and conclusion, will be sent to the parent/carer/guardian reflecting all matters discussed throughout stages 1, 2 and 3. This letter will signify that the complaints procedure has concluded.

If further action is still required by the parent/carer/guardian, then they are advised to contact Ofsted directly. Ofsted are the registering and inspection body for all Buzzers Academies venues and have a duty to ensure the requirements of the EYFS are being adhered to.

The contact details for the Ofsted regional centre are:

***Ofsted**, Piccadilly Gate, Store Street, Manchester, M1 2WD*
Tel: 0300 123 1231
Complaints procedure - Ofsted - GOV.UK (www.gov.uk)

If/when Ofsted investigate a complaint, a summary will be published on the Ofsted website if any actions are raised.

If a child appears to be at risk during their time at a Buzzers Academies Club/Camp, resulting in a complaint being raised, our Club/Camp staff will follow the procedures set out in our *Safeguarding and Child Protection policy*. In these cases, both the parent/carer/guardian and the company Managing Director will work together alongside Ofsted and the local authority (Social Services Advice & Assessment Team and Child Protection Unit) to ensure a proper investigation of the incident is applied and that appropriate actions are made. We inform the local authority Safeguarding & Welfare Officer of all such incidences and complaints.

Records
A record of complaints made against Buzzers Academies staff, is kept securely and confidentially at our company head office. The 'complaints log form' will include the date that the complaint was raised, the circumstances of the complaint, who dealt with the complaint, and how the complaint was managed/concluded. The 'complaints log form' and subsequent documentation relating to complaints, are kept on file for three years or until the next company Ofsted inspection.

Parents/carers/guardians and professionals can look at individual records of complaints by contacting Ofsted, but they will not be given access to confidential material including written complaints from parents or the complaints log/summaries, as this would breach confidentiality and child protection policies. Professionals from Ofsted and/or the local authority Safeguarding & Welfare Officer, may examine all material in our complaints file if requested.

This policy was reviewed and/or updated on 20/10/2026