

# Magna Groups Enterprises Complaints Policy



Magna Groups Enterprises work in partnership with parents and schools to meet the needs of the children, both individually and as a group. If for any reason we fall short of this goal, we would like to be informed to amend our practices for the future. Information is shared with those on a need-to-know basis, but always where possible with parents.

The purpose of this document is to clarify the preferred procedure that any complainant should take to have their concern dealt with promptly and appropriately. Our complaints policy is available on request. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

Any complaint regarding any aspect of the Club's service should be made in writing to the Head Office to [info@magnagroups.com](mailto:info@magnagroups.com) within 14 days of the incident/attending date of the child. The details of the concern, incident or allegation should be as full as possible to allow a comprehensive investigation to be carried out.

Depending on the severity of a complaint, this may be dealt with directly by Magna Head Office or the site leader. If the complaint is about the manager or head office colleagues, this will be dealt with by the senior leadership team at Magna. All complaints will be acknowledged within 48 working hours even if it is just to inform the complainant that we are investigating the matter and will get back to them as soon as is practicable. Any complaints received by colleagues will be recorded on an Incident Log and reported to the regional operational lead and logged on our Complaints system. All complaints will be dealt with in the following manner:

In the first instance, the site manager is usually responsible for dealing with complaints. If the complaint is about the manager, the registered person or other senior member of staff 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 out of School or holiday camp activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- If parents make the complaint to Head Office, the complaint will be passed to the Site Manager to investigate & to respond.
- Should the matter be of a serious nature, the complaint will be passed to the Regional Manager to investigate & response.

Complaints about an individual staff member:

- If appropriate, the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
- There will be a requirement for Regional Manager & HR to be involved in this type of complaint.

Complaints about Customer service or administration:

- Our customer service/bookings team will deal with concerns in the first instance.
- If the parent feels that this is not appropriate, the matter will be dealt with by a team leader, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
- Complaint regarding terms and conditions will be dealt with directly by team leaders or referred to senior leadership.

## Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to Head Office via email to [info@magnagroups.com](mailto:info@magnagroups.com) Head Office will:

- Acknowledge receipt of the communication within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Magna Groups Enterprises practices or policies because of the complaint.
- Meet relevant parties to discuss Magna Groups Enterprises' response to the complaint, either together or on an individual basis.

This policy was adopted by: Magna Groups Enterprises	Date: August 2025 – 2027
To be reviewed: July 2027	Signed: Pascal Suntah

# Magna Groups Enterprises Complaints Policy



If child protection issues are raised, Magna Groups Enterprises will refer the situation to the Operations Director/Child Protection Officer, 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, Magna Groups Enterprises will contact the police.

## Making a Complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Magna Groups Enterprises' out of schools or holiday camps 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)  
0300 123 4666 (Complaints)

This policy was adopted by: Magna Groups Enterprises	Date: August 2025 – 2027
To be reviewed: July 2027	Signed: Pascal Suntah

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2014): Safeguarding & Welfare Requirements: Complaints [3.74-3.75]*.