

## **Refunds & Complaints Policy**

### **Policy Statement**

At ClubsComplete, we pride ourselves on high standards and quality childcare and have set procedures to be followed should a client become dissatisfied with our services.

Should a parent/carer have a complaint, this will need to be put in writing to ClubsComplete by either post or email FAO General Manager to [admin@clubscomplete.co.uk](mailto:admin@clubscomplete.co.uk)

Any complaints will be fully investigated by our General Manager. Due to the nature of our business, these investigations can take up to 14 days. However all complaints will be acknowledged within 72 hours of receipt to advise that the investigation process has commenced.

### **Procedures**

Complaints will only be accepted in writing by the parent to our office directly. If a ClubsComplete member of staff receives a call from a parent/carer who has a complaint, they will ask the parent to put this into writing so that the investigation process can commence.

This formal complaint will be kept as a written record for a period of three years, including the outcome of the investigation and the action that ClubsComplete took in response.

### **Request for reimbursement**

**Anyone purchasing services from ClubsComplete will only be entitled to a refund under the following circumstances:**

- *If a parent/carer raises a complaint that our Management Team deem a valid reason to be dissatisfied with the service and which could have been controlled by a member of our staff.*
- *If a ClubsComplete staff member does not adhere to our policies and procedures.*
- *If a child is injured or unsafe due to faulty equipment, poor risk assessment or activities not part of a ClubsComplete activity plan.*



**Anyone purchasing services from ClubsComplete will NOT be entitled to a refund if:**

- *A child is ill on the day of the club - all clubs are non-refundable and non-flexible after the first 24 hours have passed after the booking. If you wish to change your booking you have the flexibility to change it within the next 24 hours. Please note, these are not changes we are able to do over the phone.*

- *If the weather does not permit you to travel to the club*

- *If it is necessary or in the interests of the safety of the children, we may have to impose a forced closure of the setting. For example, we may be forced to close because of severe weather conditions, denied access to the premises by owners, outbreak of flu, or other illnesses etc. Should these circumstances arise, the session will be rearranged for a future date or an alternative session will be offered.*

- *A parent/carer books the service and does not attend*

- *A parent/carer books a non-Ofsted registered service requiring an Ofsted registered service and cannot pay by Childcare Vouchers or Tax Credits - all of our venues clearly state if they are Ofsted registered at booking.*

**As detailed at the bottom of all pages of the website please note the following:**

N.B.ClubsComplete has a strict no refunds, credit or transfer policy once 24 hours have passed after the booking and payment has been processed due to staffing ratios when working with children. Should your circumstances change, you must inform us you wish to cancel your booking to adhere to our Safeguarding policy and procedures.

**LAST REVIEWED: 25th January 2023**

**NEXT REVIEW DATE: 25th January 2024**