



SPORTS CAMP / PLAYScheme / PENTATHLON / SPECIAL EVENT FORM HOLIDAY FORM

Pupils Name: _____ DOB: _____ Age: _____

Home Address: _____ Parent/Guardian Address (if different) _____

Telephone Number: (Home) _____ (work) _____

Emergency Contact: Name _____ Number: _____

Course Title (please state): _____

Course Date: _____ Course Time: _____

EMAIL ADDRESS: _____

Medical Questionnaire

Does your child have any disabilities / allergies / medical condition / special needs / dietary needs or previous injuries that may affect participation?

Yes [] No []

If yes please state:

Please state any medication that your child may require during the participation of the activity:
(e.g. Asthma inhaler)

If your child suffers a slight cut, can we apply a plaster? Yes [] No []

Are you happy for your child to be photographed by the organiser for promotional literature e.g. local newspaper? Yes [] No []

Is your child in the reception year at school? Yes [] No []

Do you consent to us taking your child to the local park, which is located, adjacent to MSC Ltd? Yes [] No []

Please record name of the people who you give permission to collect your child/children after the completion of the activity?
(Please notify us if this changes)

1. _____ 2. _____ 3. _____ 4. _____

Health Form

Please record your child's G.P details for emergency use only.

Doctors Name: _____ Name of Surgery: _____

Surgery Address (If Known) Surgery Telephone Number: _____

I have read and understood the course conditions. I also understand that the activities on offer do carry a small element of risk, and I am happy for my child to take part. I give consent for medical advice/treatment to be obtained in an emergency. All personal information completed on this form is protected by the new Data Protection Act 2018 (GDPR).

Parent / Guardian: _____ Date: _____

Print Name: _____

The Village College, The Moor, Melbourn, Royston, Herts. SG8 6EF
Telephone 01763 263313 info@mc-sport.co.uk www.mc-sport.co.uk



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COMPLAINT PROCEDURES (PLAYSCHEME, SPORTS CAMPS & OTHER CHILDREN'S ACTIVITIES)

Melbourn Sports Centre is committed to providing a safe, stimulating, consistent and accessible Sports Camps to children and their parents/carers. We always aim to provide high quality coaching and services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes. This policy constitutes the Melbourn Sports Centre children's activities formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints and communicating with the registered person. If a complaint is made against the Manager, the Directors of Be Active Melbourn Ltd will conduct the investigation. All complaints made to staff will be recorded in detail in an Incident Record sheet and a provider complaints log will be completed.

Stage One

If a parent/carer has a complaint about any aspect of the Sports Camp/Playscheme, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Manager. As outlined in the Partnership with Parents/Carers policy, the Centre is committed to open and regular dialogue with parents/carers and welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Manager should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Manager (Graham Johnson-Mack graham@mc-sport.co.uk). Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. Melbourn Sports Centre will acknowledge receipt of the complaint as soon as possible – within three to seven working days. The matter will be fully investigated within 15 -28 working days. If there is any delay, the Sports Centre will advise the parent/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.

If the Manager has good reason to believe that the situation has child protection implications, they should inform the designated Child Protection Officer and ensure that the local social care department is contacted, according to the procedure set out in the Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police.

The formal response to the complaint from the Sports Centre will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to the Centre's policies or procedures emerging from the investigation. The Manager will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Centre's response to it. The Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Either party may need to consider consulting an external mediator who is acceptable to both parties and will offer support and advice. The mediator must ensure discussions are kept confidential.

If at any stage the parent / carer is unsatisfied with the response or concerned about children's welfare, they can make a complaint to the Directors of Be Active Melbourn Ltd (*Sports Camp and Playscheme*) or to Ofsted (*Playscheme Only*). Their contact details can be obtained via the Manager.

Making a Complaint to Ofsted

Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of Ofsted-registered childcare provision. Ofsted will consider and investigate all complaints received that are in breach of the National Day Care Standards.

Records of all complaints must be retained for a period of 10 years from which the record was made. A summary of complaints must be available to parents on request. A model complaints form can be downloaded from www.ofsted.gov.uk and photocopied.

BULLYING POLICY

Our Centre is committed to providing an environment for children that is safe, welcoming and free from bullying. Bullying of any form is unacceptable in either our Sports Camps or Playschemes, whether the offender is a child or an adult. The victim is never responsible for being the target of bullying. For full details on our Bullying Procedures, please contact the Manager on graham@mc-sport.co.uk.

FOOD AND DRINK

Our Centre is committed to promoting healthy, nutritious and tasty food and drinks for children during our sessions.

Parents and carers are required to complete the registration form, including information about any special dietary requirements or allergies the child suffers from.

- Healthy packed lunches are encouraged (though not provided by the Centre)
- Fresh drinking water will be available at all times

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