

Complaints Procedure

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with the parents and the community and we welcome any suggestions on how to improve our Playgroup at any time.

Making concerns known

A parent who is uneasy about any aspect of the Playgroup's provision should discuss any worries or anxieties with the Playgroup Leader in the first instance.

If this does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing to the Playgroup Chairperson. Formal complaint forms are available from the Parent Information page on our website. An investigation will then take place and an account of the findings and any action taken will be notified in writing to the parent within 28 days. A written copy of the complaint record will be kept with any relevant notes attached and kept in a complaints file for a period of 10 years.

The relevant contact names, addresses and telephone numbers will be shown clearly on the complaints form, along with the address and contact number for Ofsted should a parent wish to contact them directly at any time.

Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time. This written summary is available to parents on request. All parents should be made aware of this through the parent information booklet and via the Playgroup website.

The Ofsted guidelines regarding investigation and recording of complaints will be adhered to and a copy will be kept in the complaints file to guide staff and the Chairperson when dealing with a complaint and maintaining the records.

We believe that most complaints are made constructively and can usually be resolved informally and at an early stage through open dialogue and discussion. We also believe that it is in the best interests of the playgroup and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

If the complaint is an allegation against a member of staff, then the 'Allegations against Staff Members' policy will be followed and the Local Area Designated Officer (LADO) will be informed.

Useful Contacts

Ofsted

Piccadilly Gate,

Store Street,

Manchester,

M1 2WD.

Telephone: 0300 123 1231

enquiries@ofsted.gov.uk

Senior Officers

Local Area Designated Officer (LADO)

01225 396810 – Sarah Hogen and Francesca
Hepden

Date to be reviewed

1st May 2022 (date)

Signed on behalf of the management
committee

Name of signatory

Liz Redfern

Role of signatory (e.g. chair/owner)

Chair
