

Complaints Policy



If a parent/carer has an issue either involving their individual child or the playgroup as a whole, they should in the first instance raise the issue with either their child's keyworker or the managers/owners of the playgroup.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can:

- Contact OFSTED 0300 123 1231
- OFSTED, Picadilly Gate, Store Street, MANCHESTER, M1 1WD

In the first instance every effort will be made to resolve any matters within the setting of the playgroup.

A formal complaint should be received in writing then the issues raised will be dealt with within the following appropriate framework and a record of the complaint and outcome will be kept.

1. A matter relating to an individual child should be discussed between the parent/carer and the managers/owners.
2. Should the matter not be resolved, the issue will be brought to the attention of the principles who will meet with all parties.
3. If the matter raised concerns a general policy issue, again it should be raised with the managers of the playgroup.
4. Should the matter remain unresolved following the above producers' it should be referred to a specially convened panel consisting of the managers, supervisors and an independent expert (e.g. a representative of the EYDC and CU if appropriate). The complaint should be submitted in writing to the panel and the person who has made the complaint should be given the opportunity to address the panel with any additional information. The panel may now require others to submit written information for consideration.
5. All complaints will be answered in writing within 28 days.

At all points through these processes all parties involved will be kept informed of progress and the group will inform OFSTED of the outcome if they have been involved.