



**Maidenbower  
Pre-School  
Playgroup**

## **Complaints Policy**

**Lead Person Responsible: Janet Noad**

**Secondary Lead Person: Committee**

As a member of the Pre-school Learning Alliance 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 children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our group at any time.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the playgroup and the parents/carers that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

We will deal with each complaint raised individually e.g. if the same complaint is raised by multiple parents/carers, then each complaint will be dealt with individually. Parents/carers raising complaints will not be discriminated against.

The playgroup will keep a written record of any complaints and their outcome.

### **Making concerns known**

- A parent/carer who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the playgroup leader. If the complaint is against the playgroup leader then the parent/carer should approach the Chairperson of the committee.
- If this does not have a satisfactory outcome within two weeks, or if the problem recurs, the parent/carer should put the concerns or complaint in writing and request a meeting with the playgroup leader and the chair of the management committee. Both parents/carers and playgroup leader should have a friend or partner present if required and an agreed written record of the discussion should be made.

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## **Most complaints should be resolved at this initial stage**

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the chairperson.
- If the parent/carer and the group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help clarify the situation. (A member of the Pre-school Learning Alliance would be available to act as a mediator if both parties wish it).
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussions confidential. He/she will meet with the group if requested and will keep a written record of any meetings that are held and of any advice given.

## **The role of the registering authority**

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk, or where there seemed to be a possible breach of regulation requirements. In these cases both parent and playgroup would be informed and the Pre-school Learning Alliance field worker would work with the social services department to ensure a proper investigation of the complaint followed by appropriate action.

***If parents need to send a letter of complaint then please send to the following address:***

***Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD***

***Ofsted telephone contact number is 0300 1231231.***

***The reference is 113593.***