

Sedgeberrow Playgroup

Complaints

At Sedgeberrow Playgroup we aim to work in partnership with parents to deliver a high quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy are displayed on the premises at all times. Records of all complaints are retained for a period of at least three years. A summary of complaints is available for parents on request.

The manager will generally be responsible for dealing with complaints. If the complaint is about the manager, the registered body, i.e. the committee, or other senior member of staff will investigate the matter. Any complaints received about staff members will be recorded on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

Stage one

Complaints about aspects of Sedgeberrow Playgroup activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
- If the complaint is about the manager, see above.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer will be asked to put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter in writing within 3 days.
- Investigate the matter and notify the complainant in writing of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Playgroup's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Playgroup's response to the complaint, either together or on an individual basis.
- Follow any recommendations from OFSTED if they have investigated the complaint.

If child protection issues are raised, the manager will refer the situation to the Playgroup's designated senior member for Safeguarding (DSL), who will then contact the Access Centre and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Sedgeberrow Playgroup at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, NBU, Picadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666 (complaints)

This policy was adopted by: Sedgeberrow Playgroup	Date: 30.08.2017
To be reviewed: 30.08.2022	Signed: C.Malin

Written in accordance with the EYFS welfare requirement: *Safeguarding and promoting children's welfare*