

# Collaton St Mary Community Playgroup

The Parish Rooms, Blagdon Road, Collaton St Mary, Paignton TQ3 3YA

## Complaints procedure

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 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 parents and we welcome suggestions on how to improve our group at any time. However concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result the following procedures should be used.

### How to complain

- If a parent has any worries or anxieties over any aspect of the groups provision they should first of all seek out and talk confidentially to the supervisor or a member of the Playgroup committee whose names are displayed on the notice board. Most complaints should be resolved informally or at this initial stage.
- If this does not have the desired outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns in writing to the Chair of the committee. Once a written or emailed complaint has been received by the Playgroup Chair, the complaint will be logged on a **Complaints Record** and a response will be given within 28 days.
- The next stage is to request a meeting with the representative of the committee Susan Smith dealing with complaints. The parent/carer should have a friend/partner present if they so wish.
- If the matter is still not sorted out to the parents' satisfaction, the parent should once again contact the Chair. If they cannot reach agreement it might be helpful to enlist the help of an external mediator, they have no legal powers but can help to define the problem, review the action so far and help to resolve the matter.
- All meetings will be confidential and agreed records kept.
- In the event of there being no satisfactory outcome to the parents' grievance then it will be necessary to involve OFSTED.

The complaints line is 0300 1234 234

Address: Enquiries  
National Business Unit  
OFSTED,  
1 Royal Exchange Buildings,  
St Ann's Square,  
Manchester.  
M2 7LA

All bodies should work together to ensure a proper investigation of the complaint followed by appropriate action.

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 parent/carers that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

This procedure was adopted by the committee at a Playgroup meeting.

Date ..... Signed