

Complaints / Comments Policy

Principles

A complaint is 'any expression of dissatisfaction, whether oral or written and whether justified or not from or on behalf of an eligible complainant about the provision of or failure to provide a satisfactory service.'

Policy

Rainbow Stop Playgroup aims to provide the highest quality care and education for all children attending the playgroup. We aim to provide a warm welcome and caring environment within which all children can learn and develop as they play. We intend to work in partnership with parents to meet their needs and the needs of their children. We welcome comments and suggestions on how to improve the playgroup. We endeavour to quickly and informally resolve concerns through discussion with appropriate members of the playgroup staff.

All comments and complaints will be taken seriously and dealt with fairly and confidentially. If a parent/carer is not satisfied with any aspect of the playgroup provision and cannot informally resolve the issues they may then follow the playgroups complaints procedure.

When dealing with complaints the Playgroup will;

- Encourage resolution of all concerns as quickly as possible
- Provide timely responses to concern and complaints
- Keep you informed of progress
- Ensure a full and fair investigation of your complaint where appropriate
- Have due regard for the rights and responsibilities of all parties involved
- Respect confidentiality
- Fully address complaints and provide an effective response
- Take appropriate action to rectify the issue and prevent it happening again where appropriate
- Be responsive to learning from outcomes which will inform and improve practice within school

Procedure

We will seek parent's views by:

- Comments:
 - Encouraging parents to place comments in the box in the hallway
 - Fill in questionnaires
 - Ensuring comments are shared with staff and the management committee on a regular basis.
- Complaints:
 - Ensuring parents are aware of the following steps to take if they feel a complaint is necessary.

Stage One

- Concerned parents should firstly speak to the Playgroup leader.
- If the issue is not resolved or reoccurs the parent should put their complaint in writing to the Playgroup Leader.

- Please provide as much information as possible including;
 - Name and contact details
 - What the complaint is about
 - What has already been done to try to resolve it
 - What you would like the playgroup to do to resolve the complaint.
- The response to the complaint will normally be made with 20 school working days of receipt of the complaint. This response will be issued in writing by the Leader and/or the Committee Chairperson.

Stage Two

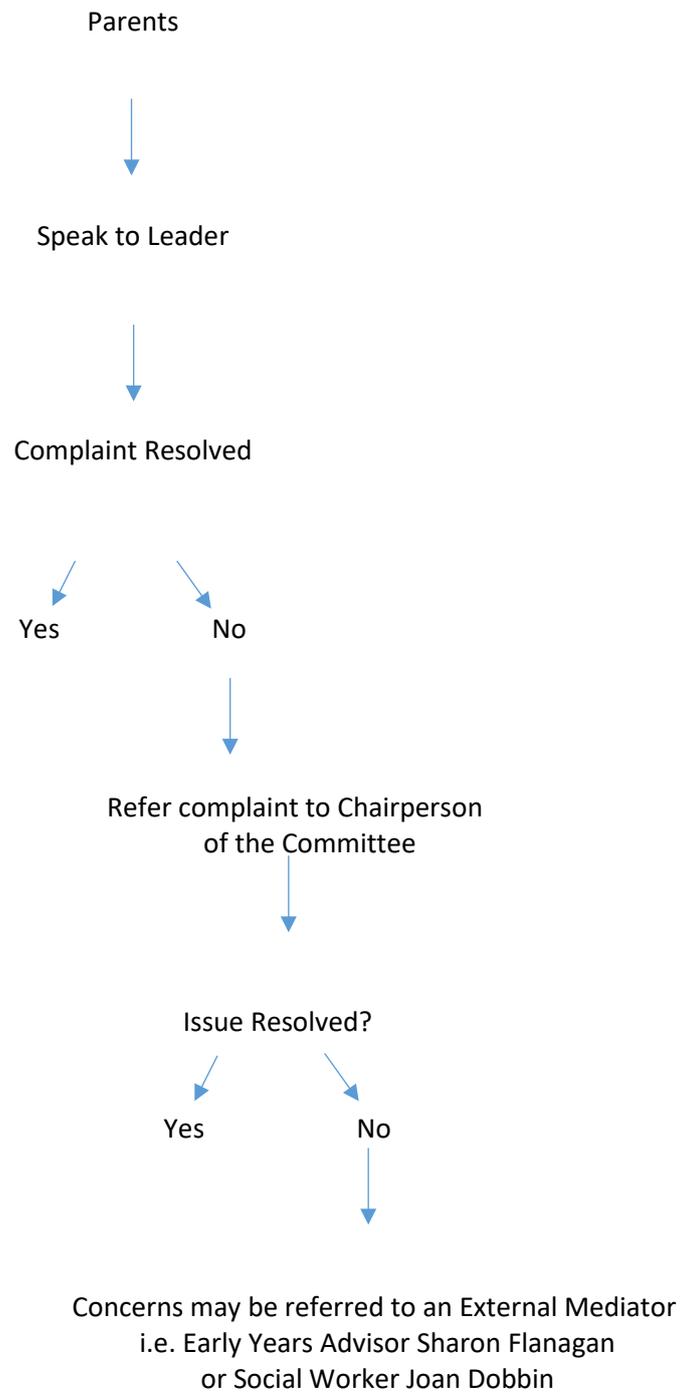
- A meeting may be requested with the playgroup committee and leader by writing to the committee chair.
- Both parties may have a friend/partner present and a written record of the meeting will be kept.
- Most complainants are resolved by this stage – however should the parent and playgroup fail to reach agreement an external mediator may be invited to help.
- In some circumstances it may be necessary to involve Social Services if a child appeared to be at risk or there was a possible breach of registration requirements. In this case further investigation of the complaint would be carried out.

Signed:

Position:

Dated:

Complaints Procedure for Parents



Complaints Procedure for Staff

