

MATLOCK PRE-SCHOOL PLAYGROUP

COMPLAINTS POLICY

Matlock Pre-school Playgroup believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

The Playgroup welcomes suggestions on how to improve the Playgroup and will give prompt and serious attention to any concerns about the running of the Matlock Pre-school Playgroup.

If concerns cannot be rectified quickly by an informal approach procedures have been set out for dealing with the issues formally.

Aim

The Playgroup aims to bring all concerns about the running of the Playgroup to a satisfactory conclusion for all of the parties involved.

Procedure

In the first instance an informal complaint should be made.

To do this, approach either:

Your child's key person,

A Supervisor and request a mutually convenient time to discuss the concern.

There are suggestion slips available on the parents boards at each site.

A reference sheet lists the names, positions for all staff and Committee members can be found on the Parents Board at each site.

If the matter cannot be resolved satisfactorily through this discussion then please arrange to see our Manager or Chairperson.

Manager – Liz Neil mob 07792353802

Chairperson – see parents notice board.

If the matter has still not been resolved then a formal complaint may be made.

Formal Complaint

The formal complaint should either:

Be put in writing, including as much supporting evidence as possible, giving times, a brief outline of the nature of the complaint, who or what it is against and what actions are expected to be taken, or

Complete the complaints form which can be found on the Parents Boards at each site.

The complaint should be addressed to the Chairperson or Manager and it will be recorded.

All complaints will be investigated and a written notification of the outcome will be forwarded to the complainant within 28 days of receipt of original complaint.

Matlock Pre-school Playgroup will provide Ofsted, on request, with a written record of all complaints made during a specific period, and the action taken as a result of each complaint.

Records of complaints will be kept for a minimum of 3 years.

Parents should be allowed access to all written records about their children (except in exceptional cases where data protection laws stipulate it is against the best interests of the child to do so).

If the person making the complaint is not satisfied with the outcome then the complaint should be referred to Ofsted, for investigation at the following address:

Early Years Ofsted
Ofsted Midland Regional Centre
Building C
Cumberland Place
Park Row
Notts. NG1 0HJ
Telephone: 08456404040

Child Protection Issues

If you fear for the safety of a child at the Playgroup and have concerns that they may be at risk of abuse or neglect then the concerns should be made known immediately to the Ofsted Early Years Complaints Line which is 0845 640 4040 and also to the Local Authority Team Designated Officer 01629 532178.

If you are not satisfied with Ofsted response to your complaint then you may contact Ofsted's Independent Complaints Adjudicator at:

9 Millfield Terrace
Rexham
Northumberland NE46 3EN