

# Clutton Playgroup



## Clutton Playgroup

### Complaints Procedure

In order to continuously improve the services we offer to your children we want to encourage Parents and Carers to feel free to make comments and suggestions about how the playgroup is run. We want to know that your child is enjoying his or her time at playgroup and if not, why not, so that we can make the necessary changes. It is hoped that the play leaders and helpers will be able to understand your child's needs and deal with any day to day concerns.

We expect most difficulties to be resolved through informal discussions with any staff member or committee member. Play leaders are available at the beginning and end of sessions or, if you need to discuss your problem in confidence, at any other time, by arrangement.

#### **Aim:**

We aim to bring all concerns about the running of the playgroup to a satisfactory conclusion for all of the parties involved. To achieve this we operate the following complaints procedure

#### *How to complain -*

##### **Stage one**

First of all, any parent who is uneasy about an aspect of the playgroup's provision talks over his or her worries and anxieties with the play leader.

##### **Stage two**

If this does not have a satisfactory outcome, or if the problem recurs, the parent involved should out their concerns or complaints in writing to the play leader and the Chairman of the Management Committee. A response to this letter will made within 24 hours.

**Most complaints will be resolved at stages 1 or 2.**

##### **Stage three**

The parent requests a meeting with the play leader and the Chairman of the Management committee. Both the play leader and the parent should have a friend or partner present if required. An agreed written record of the meeting is made. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded.

Review date October 2018

#### **Stage four**

If at the stage 3 meeting, agreement cannot be reached, an external mediator is invited to help to settle the complaint. The mediator should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to defuse the problem, review the action so far and suggest further ways in which the problem can be resolved.

Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.

The mediator keeps all discussions confidential. Separate meetings can be held with the playgroup personnel (The leader, Chairman of the Management Committee and assistants) and the parents if this is deemed to be helpful. The mediator will keep an agreed record of these meetings.

#### **Stage five**

When the mediator has concluded the investigations, a final meeting between the parent, the play leader and the Chair of the management Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator will be present at this meeting if all parties think that this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of the Office for Standards in Education, Early Years Directorate (OFSTED)**

Parents may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a positive breach of their registration requirements, it is essential to involve OFSTED as the registering body with a duty to ensure the national Standards for Day Care are adhered to. You can email them at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

Or you can write to them at this **address**:

##### ***Ofsted***

Piccadilly Gate  
Store Street  
Manchester M1 2WD.

This address is also displayed on the Playgroup notice board.

If a child appears to be at risk, the Playgroup follows the procedures of the Local Safeguarding Children's Board (LSCB). In these cases both the parent and the playgroup are informed and the play leader works with OFSTED or the LSCB to ensure a proper investigation of the complaint followed by appropriate action.

**Records**

A record of complaints against our playgroup and/or the children and/or the adults working at our playgroup is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at the playgroup meeting held on .....

Signed .....

Chair of the Playgroup Management Committee