COMPLAINTS AND COMPLIMENTS PROCEDURE

Kingshurst Caterpillars Playgroup believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our playgroup and will give prompt and serious attention to any concerns about the running of the playgroup. We anticipate that most concerns will be resolved quickly by an informal approach to the playgroup manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

To achieve this, we operate the following complaints/compliments procedure.

Making a Complaint or Compliment

Stage 1

- Any parent who has a concern or compliment about an aspect of the playgroup's provision talks over, first of all, his/her worries and anxieties or praise with the Playgroup Manager or in her absence the Deputy Playgroup Manager.
- Most complaints should be resolved amicably and informally at this stage and will be acted upon if necessary. Compliments will be gratefully received and passed on to staff.

Stage 2

- If the procedure for complaints does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Playgroup Manager and the Chair of the Charitable Incorporated Organisation (CIO).
- The complaint is investigated by the Playgroup Manager, Chairperson and one other member of the CIO.
- When the investigation into the complaint is completed, the Playgroup Manager and Chairperson meet with the parent to discuss the outcome. This must be within 28 days of the date the complaint was made.
- When the complaint is resolved at this stage, the summative points are recorded along with the outcome.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she can request a further meeting with the Playgroup Manager and the trustees of the CIO. The parent can have a partner/friend present if they wish and the Playgroup Manager should have the support of the trustee of the CIO.
- An agreed written record of the discussion is made as well as any decision or action to be taken. All parties present at the meeting sign the record and receive 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*) and the Area Safeguarding Children Committee.

- Parents may approach *OFSTED* directly at any stage of the complaints procedure. In addition, where there seems to be a possible breach of the Playgroup's registration requirements, it is essential to involve *OFSTED* as the registering and inspection body.

***OFSTED'S* Contact Details: -**

The National Business Unit

OFSTED

Piccadilly Gate

Store Street

Manchester M1 2WD

***OFSTED's* telephone number: 0300 1234666 (8am – 6pm Monday to Friday)**

Website: www.ofsted.gov.uk

- These details are displayed on our playgroup's notice board.
- If a child appears to be at risk, our playgroup follows the procedures of the Solihull Local Safeguarding Children's Board.
- In these cases, both the parent and playgroup are informed and the playgroup leader works with *OFSTED* or the Solihull Safeguarding protection partnership to ensure a proper investigation of the complaint is followed by appropriate action.

Records

- A written record of complaints against our playgroup and/or the children and/or the adults working in our playgroup is kept, for a period of three years from the date of the complaint, outlining the circumstances of the complaint and how the complaint was managed.
- The outcomes of all complaints are recorded and available for *OFSTED* inspectors on request.

All the undertakings above are subject to the paramount commitment of the playgroup which is the safety and well-being of the child.

Updated – April 2009, November 2010, January 2012, April 2014, April 2016, April 2017, May 2018, August 2018, February 2020, January 2021, January 2022, January 2023, January 2024, January 2025.