

Glaisdale Playgroup Complaints Procedure.

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care to all children in the group. We welcome each child and family and hope to provide a warm caring environment in which all children can learn and develop as they play.

Our belief is that children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. We aim to work in partnership with parents and the community and welcome suggestions on how to improve the group.

If as a parent / carer you feel that your child's treatment at the playgroup is not satisfactory you can approach a member of staff who will try to resolve your concern. They can only rectify matters if brought to their attention and they will at all times endeavour to achieve the desired result.

If you are not satisfied with the result / explanation you should contact a member of the play school committee to register a formal complaint.

Committee members are: -

Mrs Helen Purtill	<i>chairperson</i>
Mrs Rebecca Garbutt	<i>secretary</i>
Mrs Amanda Smith	<i>treasurer</i>

A meeting can be requested; both parent and leader should have a friend or partner present and an agreed written record of the discussion taken.

A complaints log is kept to include information about the nature of complaint, persons involved and outcomes. Complaint forms are kept in the folder on the entrance table if required.

In the event you are still not satisfied with the result of your complaint contact the OFSTED complaint line on:- 0300 123 1231

Or in writing to The National Business Unit
OFSTED
Piccadily Gate
Store Street
Manchester.
M1 2WD

Put into writing anything you would like considered including what you would like the out come to be e.g. explanation, apology, more information.

This policy was adopted on 01/09/18

(Signed on behalf of the committee by) H Purtill