

# COMPLAINTS POLICY

We welcome parents and carers to spend time within the playgroup playing with their child, and we strive to promote positive relationships between parents and practitioners. Parents or carers may wish to talk to us about their child's progress or just have an informal chat with us. If any complaints are made, they are documented and signed on our Complaints Form, investigated, and the complainant will be notified of the outcome within 14 days of us receiving the complaint. Our Complaints File will be made available to Ofsted on request.

If parents or carers have any concerns, complaints or praises that they would like to discuss in confidence, we would request that they contact either the Playgroup Manager, or Playgroup Leader. An appointment can be scheduled either at the end of the session, by telephone, or by email. If you feel that you are unable to do this, or are still concerned after having done so, we advise that you to contact Ofsted on 0300 123 1231 or you can write to them at:

Early Years  
National Business Unit  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

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