

4. COMPLAINTS PROCEDURE

If, as a parent/carer or as a member of staff you need to complain, go directly to the Playleader - Wendy Modeste to make your concerns known. Most complaints can be resolved instantly.

If the problem does not get resolved within a couple of weeks, or if the problem recurs, concerns or complaints should be forwarded in writing. The letter should be for the attention of the Playleader and Committee chairperson, currently Sophie Lazar, and if, necessary a meeting will be arranged to discuss the matter of concern. Parents / carer or staff with the concern are welcome to have a friend or partner present if required along with the Playleader with their representative. The chairperson or secretary of the playgroup committee should be in attendance and record the discussion.

Shouting, abusing, aggression and lack of respect can lead to serious circumstances and charges. These are also not acceptable under the Behavioural / Discipline policy and the Equality and Diversity Policy and certain Acts and Legislation.

If the problem cannot be resolved an external mediator will be elected by both parties to be present and write down comments made and offer advice. A mediator has no legal powers but may be able to verify the situation or put the problem forward to a professional person for assistance. Staff or volunteers within the PLA (Pre-school Learning Alliance) will be available to act as mediator if both parties agree. In extreme cases OfSTED would be called to ensure a proper investigation of the complaint is followed by the appropriate action. Telephone number 0300 1231231.

All complaints are dealt with in confidence and fairly.

PLAYLEADER SIGNATURE..... DATED.....

COMMITTEE SIGNATURE..... DATED.....

PLA www.pre-school.org.uk/

OfSTED www.gov.uk/government/organisations/ofsted