



www.penhillplaygroup.org.uk

## Complaints Policy and Procedure

We aim to provide a positive and caring environment for you and your child and hope that any concerns you may have can be dealt with informally. However, we understand that sometimes issues arise which need to be dealt with on a more formal basis.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Playgroup and parents/carers that complaints should be taken seriously and dealt with fairly and in a way that respects confidentially, using the following procedure.

You may present any complaint verbally, in writing or by email or attend a committee meeting to voice your concerns on any issue. All written and emailed complaints will be fully investigated and an account of the findings given within 28 days. You will be kept informed about any action taken and you may request this in writing or by email.

The staff will refer all complaints made to them to the Manager who will discuss the matter with you. Should this prove unsatisfactory then a meeting will be arranged with appropriate persons, the Manager and a Committee Member. This should be recorded and you are encouraged to bring a friend or supporter with you to agree the record of events.

In some circumstances it will be necessary to involve OFSTED (Office for Standards in Education), who carry out our inspections and who have a duty to ensure requirements are adhered to. If you are not satisfied with how the Playgroup has dealt with your complaint, you may wish to contact Ofsted yourself for further information and advice:

National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD  
Tel. 0300 123 1231  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

You may also wish to contact the West Sussex Early Childhood Service, which is part of Integrated Prevention and Earliest Help (IPEH) through the Family Information Service:  
West Sussex Family Information Service  
1<sup>st</sup> Floor, The Grange  
County Hall  
Chichester  
West Sussex  
PO19 1RG  
Tel: 01243 777807  
Email: [family.info.service@westsussex.gov.uk](mailto:family.info.service@westsussex.gov.uk)

A record is kept of all complaints, which will be shown to parents on request. A copy of our latest Inspection Report is always on display.

This Policy will be reviewed at least annually and amended in the light of feedback, evaluation or where contact details have changed.