

King's Stanley



Playgroup

Kings Stanley Play Group

Complaints Policy

Title: Complaints Policy

Person(s) who created policy: Vicki Richardson KSPG Manager

Date created/reviewed: July 2023

Review Frequency: Triennial

Date for next review: March 2026



Complaints Procedure

Introduction:

The aim of Kings Stanley Playgroup is to foster a safe, secure, consistent, and accessible service to children and their parents/carers. We continually strive to provide a high-quality service for everyone and aim to work in partnership with all who use our service. In order to do this, all feedback, positive and negative, will be used to improve the setting and the care provided.

Aims and objectives:

- Use all feedback to help improve/continue to provide a 'good' level of care at the playgroup.
- Provide parents with a clear, straight forward, and accessible method of voicing concerns, complaints or compliments.
- Ensure that all complaints are fully and accurately investigated to ensure that we provide the best level of care possible.
- Ensure that complaints are fully and accurately resolved to prevent similar events from reoccurring.

Stage 1

In the first instance, please speak to the Manager or a member of staff. It will often be possible to resolve the problem by talking it through, this will be through an informal meeting between parties, and we will aim to create an environment where there can be an open dialogue to encourage the resolution through mutual respect, face to face.

Kings Stanley playgroup will record all complaints, whether verbal or in writing. We value all comments about our service and any complaints will be taken seriously and all attempts to resolve them will be made.

Stage 2

If the complaint has not/ cannot be resolved through Stage 1, we will invite the complainant to put their complaint into writing to the committee. Please address this letter to the Chair Freya Nicholls.

We request that any such formal complaint is accompanied by any evidence which is relevant to the situation. (e.g. names, dates, times).

The committee will acknowledge receipt of this as soon as possible, but no longer than three working days.

The committee will then investigate the complaint and a full response will be submitted, in writing to the complainant within fifteen working days.

A copy of all documentation will also be submitted to the Manager.

This response will offer a full explanation of any decisions reached and any recommendations emerging from the investigation.

If appropriate, we will arrange for a meeting between the complainant the Manager and the Chair to discuss the outcomes.



Stage 3

If a satisfactory conclusion cannot be reached through Stage 1 or Stage 2, any parent, carer, or provision user can submit a complaint to OFSTED.

OFSTED are obliged to investigate complaints about any aspects of registered childcare.

To contact OFSTED:

Telephone 0300 123 1231

Email www.ofsted.gov.uk/early-years-and-childcare

Address

Applications, Regulatory and Contact (ARC) Team

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Complaints against Staff

In order to manage allegations against childcare professionals, every Local Authority appoints a Local Authority Designated Officer (LADO). The LADO should be alerted to all cases in which it is alleged that a person who works with children has:

- behaved in a way that has harmed, or may have harmed a childcare
- possibly committed a criminal offence against children
- behaved towards a child or children in a way that indicates she/he may pose a risk to children. (Working Together 2022)
- We ensure that all parents and staff know how to complain about staff or volunteers within the setting, including an allegation of abuse.
- The person making the allegation will be treated with respect and assured of a thorough investigation.
- Local Authorities (LADO) will be informed and advice taken
- Ofsted will be informed as soon as is reasonably practical and in any case within 14 days of the event occurring and advice taken.
- The member of staff may need to be suspended pending further enquiry.
- The member of staff will be supported through the process of investigation
- The person making the allegation will be kept informed of progress.
- All information will be kept confidential.
- All actions will be in line with the complaints procedure.