



Complaints Policy

Principle

Apple Blossom Playgroup aims to provide the highest quality care and education for all children attending the setting. At Apple Blossom Playgroup we aim to provide a warm welcome and caring environment within which all children can learn and develop as they play. The setting intends to work in partnership with parents/carers to meet their needs and the needs of their children and welcome comments/suggestions on how to improve the playgroup.

Policy

Management of Apple Blossom Playgroup endeavour to quickly and informally resolve concerns through discussion with the appropriate member of the setting staff. All comments and complaints will be taken seriously and dealt with fairly and confidentially. If a parent/carers is not satisfied with any aspect of the provision of care and cannot informally resolve the issue, they may then follow the complaints procedure.

Procedure

At Apple Blossom Playgroup we will seek parents view by:

Comments:

- Encouraging parents to place comments in the comments book/box which can be located in the playgroup.
- Ensuring comments are shared with staff and the management team on a regular basis.

Complaints:

Parents should follow the following steps if they wish to make a complaint:

- Speak to the leader in charge.
- If the issue is not resolved or reoccurs, the parent/carers should put their complaint in writing to the leader in charge.
- If this fails to resolve the issue, a meeting may be requested with the management team and leader (if appropriate) by writing to the management team.
- Both parties may have a friend/partner present and a written record of the meeting will be kept.