

Complaints/Comments Policy

Policy's statement of intent

Bunnahone Bunnies Cross Community Playgroup aims to provide the highest quality care and education for all children attending the playgroup.

We aim to provide a warm welcome and caring environment within which all children can learn and develop as they play.

We intend to work in partnership with parents & carers to meet their needs and the needs of their children.

We welcome comments/suggestions on how to improve the playgroup.

We endeavor to resolve concerns quickly and informally through discussion with the appropriate member of playgroup staff.

All comments and complaints will be taken seriously and dealt with fairly and confidentially.

If a parent or carer is not satisfied with any aspect of the playgroup provision and cannot informally resolve the issue, they may then follow the playgroup complaint procedures.

Procedures:

We will seek parents view by:

Comments:

- Encouraging parents to place comments in the comment box which is located at the entrance.
- Ensuring comments are shared with staff and management committee on a regular basis.

Complaints:

Ensure that parents are aware of the following steps to be taken if they believe it is necessary to make a complaint.

- Concerned parents/carers should in the first instance speak to the playgroup leader.
- If the issue is not resolved or it reoccurs the parent/carers should put their complaint in writing to the playgroup leader.
- If this fails to resolve the issue a meeting may be requested with the playgroup committee and leader (if appropriate) by writing to the committee chair.
- Both parties may have a friend/ partner present and a written record of the meeting will be kept.

Complaints Procedures Flow Chart

Concerned parents/carers wishing to make a complaint should follow the following steps:

Stage 1

- Speak to the Playgroup Leader
- If the complaint is about the Playgroup Leader speak to the Chairperson of the Committee

Stage 2

- If the issue is not resolved or reoccurs the parent/carer should put their complaint in writing to the Playgroup Leader/Chairperson of the Committee.

Stage 3

- A meeting will be arranged between the parties to discuss the issues and a way forward.
- Both parties may have a friend/partner present and a written record of the meeting will be kept.

Stage 4

- Should the parent/carer and playgroup fail to reach agreement an external mediator may be invited to help resolve the issue.

Stage 5

- In some circumstances it may be necessary to involve Social Services. If a child appears to be at risk, or if there is a possible breach of registration requirements.
- In this case a further investigation of the complaint will be carried out.