

**MARGARET LLOYD PLAYGROUP**  
**COMPLAINTS POLICY**

Adopted by Margaret Lloyd Playgroup at AGM on: 20<sup>th</sup> October 2005

It is the belief of the playgroup that all children and their parent/ carers are entitled to expect courtesy and prompt and careful attention to their needs and wishes. If as a parent/ carer you feel the need to complain about any aspect of the group we aim to provide a set of procedures to be followed by all concerned to enable us to reach a satisfactory conclusion. In the first instance it is the duty of the group to try and settle any complaints/ disputes internally. We aim therefore to;

- ❖ Settle any minor disputes by talking informally between the parties concerned.
- ❖ (This is referred to as stage 1)
  
- ❖ Ask any parent/carers who is unhappy about any aspect of the running of the group to speak in the first instance to the Playleader. (stage 1)
  
- ❖ If this is unsatisfactory you are requested to put the complaint in writing to the Playleader and the Chairperson of the management committee. You will be given a written acknowledgement of this for your own records with a brief explanation of what action is to be taken.(stage 2)
  
- ❖ An investigation will be held with the Playleader informing you of the outcome within 28 days of the complaint being made. (stage 2)
  
- ❖ A meeting between the parties concerned will be arranged. It is suggested that you have a friend with you for support. All of the conversation between all parties will be recorded. You will be given a copy of this to sign as a true record of what took place.(stage 3)
  
- ❖ In the unlikely event that the complaint has still not been resolved we as a group will ask for an outside body to intervene. This person will have no legal powers but must be acceptable to both parties who will take on board any advice they offer.(stage 4)
  
- ❖ If after all parties have had their say and a satisfactory conclusion has still not been reached it is advised that you/we call in an Ofsted inspector as they are ultimately responsible for the Playgroup registration. As a parent you also have the right to contact Ofsted directly at any time in regard to any serious complaints regarding the running of the group. The numbers for contact are on display on the notice board.

Reviewed/Amended by Helen Hendery on behalf of the group on 21.6.2011/ March 2012/23.9.2013/Feb 2014/ 13.3.2015/16/Mar17/18/19

Signed: \_\_\_\_\_

The legal framework to support this policy is;  
Education Act 2002.Part 3 chapter 1 section 29.  
Education Act of 1996, Section 496/497. (Statutory duty of care)