

COMPLAINTS PROCEDURE POLICY

As a member of the Early Years Organisation we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment in which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Many concerns can be resolved by an informal approach to the appropriate member of staff.

We welcome the views of parents, carers and children about the services we provide. Comments, concerns and complaints help us to ensure that views, preferences and requests can be taken into account in the development and adaptation of Playgroup services and, acted upon as appropriate.

All users of our facilities will have the opportunity to make comments via our suggestion box, which can be confidential if required.

A person wishing to express a concern or make a complaint should do so first to the Playgroup Leader whenever possible, either verbally or in writing.

Verbal Complaints

When possible, a parent/carer who is uneasy about any aspect of the group's provision should first of all talk over any concerns privately with the Playgroup Leader. The Leader is available after the Playgroup session most days and will try to be available before the session by request.

Playgroup Leader - Fiona Walker

The staff can be contacted during sessions on Telephone: (028) 70848265

Whilst long telephone conversations cannot be held during Playgroup sessions the Leader or Deputy Leader answering the phone will be happy to arrange a suitable time to talk over any concerns.

If a satisfactory outcome has not been achieved, or if the concern regards the Playgroup Leader, a complaint should be put in writing to the Committee Chairperson.

Name _____
Contact details _____

Written Complaint

A written complaint will be acknowledged within seven days. In instances where the complaint concerns the welfare of a child, staff/committee has a responsibility to inform Social Services without delay.

Complaints will be recorded and filed in the complaints file.

All complaints will be fully investigated.

Where a complaint is made against a member of staff, that person will be informed of the nature of the complaint.

The Management committee will be informed concerning written complaints. However, anonymity will be maintained whenever possible and confidentiality will be observed when requested and when appropriate according to the nature of the complaint. Names are not used in staff or committee documentation whenever they can be avoided.

A complainant may make a request to meet with representatives from the Management Committee.

Where the request is made of the Management Committee, the person making the complaint will be invited to meet within 28 days with two members of the Management Committee and an independent person appointed by the Committee. The members of this panel should not be directly involved in the complaint or be a personal friend of parties involved.

Another person may accompany the complainant. At all stages, the time limit may be altered by mutual agreement.

An agreed written record of panel meetings will be made.

The panel will inform the complainant and other members of the Management Committee, within seven days, of the outcome of the meeting, including any recommendations.

It is preferable, in most instances, that concerns and complaints are addressed to the Playgroup leader or committee chairperson initially and dealt with using the above procedures. However, as a registered group, complainants may choose to take the complaint directly to Northern Health and Social Trust, Early Years Team 028276 61340.

We believe that most complaints are made constructively and can be sorted out at any early stage. We also believe that it is in the best interests of the Playgroup and parents that complaints should be taken seriously and dealt with fairly in ways which respect confidentiality.

This policy was adopted on: _____ (Date)

Signed on behalf of Castlerock Playgroup by (print name) _____

Role in

Playgroup _____ Signature _____

