



## St. Mary's Playgroup

### Complaints Procedure for Parents and Other Agencies

St Mary's Playgroup aims to provide the best care and early education for your child. Should you have a complaint about the way Playgroup is run, a problem with a member of staff or concerns about a child please speak to your key worker or the Playgroup Managers Lorraine Mold and Sharon Stacey.

We always try to deal with issues fairly as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way.

#### **Parents**

- If a parent is unhappy about any aspect of their child's care or how they feel they have been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what they are unhappy about. The issue and how it was resolved is recorded in a discussion with parents form and kept with the child's file. For allegations relating to serious harm to a child caused by a member of staff or volunteer, the "Allegations against staff procedure" will be followed.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they will be directed to the setting manager Lorraine Mold and Sharon Stacey. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the setting manager writes down the main issues of the complaint and keeps it in the child's file.
- The setting manager will investigate the complaint and provide time to feedback to the parent within 28 days.
- If the parent is still not satisfied, or if the complaint is about the setting manager, the complaint should be put in writing to the Committee. The Committee will investigate and respond within 14 days. If necessary a meeting will be held with both parties and a written record of the discussion will be made.
- Most complaints should be resolved informally by this time.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.



- Parents can complain to Ofsted by telephone or in writing as follows:

Applications, Regulatory and Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Agencies**

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the Committee, who acknowledges the complaint within 5 days and reports back within 14 days.

### **Ofsted complaints record**

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.
- A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the Manager and Committee to look for ways to improve practice where it is required.

Approved date: October 2025

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