**Complaints Policy**

Within Maine Integrated Playgroup we aim to provide the highest quality education and care for all our children. We aim to offer a welcoming environment to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect 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 groups at all time.

Making Concerns Known

* A parent who has concerns about any aspect of the group’s provision or a member of staff should first of all talk over any worries and anxieties with the playgroup leader.
* If the complaint is in regard to the Playgroup Leader the parent will be responsible for bringing the matter to the head of the management committee who will arrange the matter to be investigated.
* The member of staff receiving the complaint will record a full report and refer the matter onto the Early Years Specialist.
* The complainant will be informed of the outcome.
* The Early Years team will be informed of complaints that will have an impact on the registration of the playgroup.
* Parents, if they so wish can write their complaints in the complaints book which is available at the front porch of the playroom. This will be available for inspection by the Early Years team.
* Parents who feel the playgroup has been unable to resolve the issue may pass on their complaint to the registered social worker.

All complaints will be recorded, dated and signed by all the relevant parties. We believe that most complaints are made constructively and can be sorted out an 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 and in a way which respects confidentially.

The above procedure is displayed in flowchart format on the Parents Notice Board at all times.

Early Years Specialist: Anne Dixon

Social Worker: Claire Tinsdale

Head of the management committee: Mr Adrian Kenny

Please refer to the Child Protection Policy regarding child protection complaint issues.

**This policy has been adopted by the playgroup committee at a meeting on**

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**Witnessed by ­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Playgroup Leader)**

**Witnessed by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Position on committee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**