

BEAMINSTER PLAYGROUP

COMPLAINTS

AIMS

We aim to provide a happy safe environment in which your child can develop their social and learning skills.

If a parent has an issue either involving their child, member of staff or the Playgroup as a whole, they should in the first instance raise the issue with either their child's Key Person or the Manager of the Playgroup.

The Trustee's will investigate any complaint put in writing.

PROCEDURE

Any complaints are to be put in writing and dealt with as soon as possible by the Trustee's, who in turn will reply within one week of the letter received.

Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.

It may be helpful to have a meeting with the parent and a member of the Trustee's to reach an amicable solution.

PARENTS MAY CONTACT:

OFSTED Complaints Tel No 0300 123 1231

Or write to

OFSTED
The National Business Unit
Piccadilly Gate
Store
Street
Manchester
M1 2WD. Website: www.ofsted.gov.uk/parents