

Beeding and Bramber Pre-School Playgroup,  
Memorial Hall  
High Street  
Upper Beeding  
Sussex  
1<sup>st</sup> September 2008



Register Charity Number: 1020831

## **Policy for dealing with compliments and complaints**

In the interest of improving the quality of care we give to our children and their relatives, to staff and to the community, the Beeding and Bramber Pre-School Playgroup believe that it is in the best interests of the Pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality

### AIMS

- To deal with complaints as close as possible to the point at which they arise
- To talk to parents about any aspect of the group's provision
- To encourage suggestions for improvement of child education
- To deal with complaints quickly, sympathetically and comprehensively
- Keep parents and relatives informed of progress
- To ensure that parents and staff and community are aware of the complaints procedures and feel there has been a full and fair investigation
- To respect people's desire for confidentiality
- Provide information to management so that services can be improved

### Procedure

If you have a complaint at any time then you must firstly speak to the Supervisor immediately, who will then either handle the complaint, within her roles and responsibilities, or will bring the problem to the attention of the Committee, if they feel it serious then the complaint will be logged for Ofsted, If you feel that your complaint has not been satisfactorily addressed by the Supervisor, within 7 days of the original verbal complaint, then you will need to put your complaint in writing to the Committee Chairperson Teresa Sanders either by

Email at [tjsanders8@hotmail.com](mailto:tjsanders8@hotmail.com)

Or by Post to The Village Hall, High Street, Upper Beeding, Steyning, West Sussex.

All decisions by the Committee will be sent to those involved in writing within 72 hours.

If an appeal is felt warranted re-guarding any committee decision then please put reasons in writing within 48 hours of receiving any written notification. If you feel your complaint has not been addressed satisfactorily, then it is your right to contact Ofsted who are the regulatory body (0845 601 4772).

Signed by.....Chairperson

Signed by.....& .....Supervisors  
review Sept 2009

