

SWILLINGTON PRE-SCHOOL PLAYGROUP

COMPLAINTS POLICY

As a member of the Pre School Learning Alliance 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 within which all children can learn 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 community generally and we welcome suggestions on how to improve our group at any time.

A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the supervisors. If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the supervisors and or the Chair of the management committee. Both parents and supervisors should have a friend or partner present if required and an agreed written record of the discussion should be made. Most complaints should be resolved informally or at this initial stage. If the matter is still not sorted out to the parents satisfaction, the parent should again contact the Chair.

If parent and group cannot reach agreement it might be helpful to invite an external mediator. Staff or volunteers within Pre-School Learning Alliance will be available to act as mediator if both parties wish it. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential and will keep a written record of any discussions held.

Pre-School Learning Alliance can be contacted at;

East Leeds Children's Centre
Brooklands View
Seacroft
Leeds
LS14 6SA

Telephone: 0113 39503311
Email: leeds@preschool.org.uk

We believe most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the group and the parents that complaints are dealt with fairly and in a way which respects confidentiality.

Signature :
Date:

Position held: