Complaints Policy

 Town Street Playgroup aims to create an atmosphere in which parents feel able to discuss any aspects of our service, particularly any concerns, criticisms or anxieties at any time. We will take prompt and appropriate action if a parent has valid concerns.

The following procedure will take place if a parent raises a complaint:

Stage 1

The parent talks to playgroup leader about concerns when hopefully a satisfactory outcome will be reached.

IF NOT

Stage 2

The parent will be asked to put complaint in writing, addressed to playgroup Leader. This will be recorded in the Complaints Log and the leader will respond within 28 days. The Complaints Log will be shown to Ofsted and parents if requested. It is hoped that the majority of complaints will be addressed at either of these stages.

IF NOT

Stage 3

The parent will be invited to meet with Playgroup Leader to discuss a satisfactory outcome. A written record of the discussion will be made and signed.

IF NOT RESOLVED

Stage 4

A meeting will be set up between parent and playgroup leader and an external mediator who is acceptable to all parties to help reach a satisfactory outcome.

Parents can contact Ofsted at any stage of the Complaints procedure, by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

or telephone: 0300 123 1231

enquiries@ofsted.gov.uk to complain about a childcare provider.

A poster is displayed on Parent’s Noticeboard/website with this information.

Parents wishing to make an enquiry or complaint about the 15- or 30-hours Early Education Entitlement will be advised to contact the Family Information Service Tel. 0113 378 9700

September 2025