

Complaints Procedure

St. Mary's Playgroup aims to provide the best care and early education for your child.

However, should you have a complaint about the way Playgroup is run, or a problem with a member of staff or concerns about a child, the please speak to the Supervisor.

If you are not happy about the way your complaint is handled or after a short period the problem is still occurring, then you should put your complaint, in writing, to the Committee. The Committee will discuss this with the Supervisor and if necessary, you will be invited to meet with both parties, whereupon a written record of the discussion will be made.

Most complaints should be resolved informally by this time.

If however, you are still not satisfied, you should contact:

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel 0300 123 1231

Website www.ofsted.gov.uk

September 2019

Review Date: January 2021