



## COMPLAINTS POLICY

Footprints Pre-school Playgroup believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Pre-school and will respond immediately to any concerns about the care of the children. We have a suggestion box, located in the waiting room for parents/carers to use and we also issue an annual feedback questionnaire. Most parents/carers take the opportunity to tell us their comments, suggestions or concerns during conversations with staff at the end of a session.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of Footprints to a satisfactory conclusion for all of the parties involved.

All Pre-schools are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents/carers as well as to Ofsted inspectors. Any written complaints will be kept in the Complaints file and stored securely for three years.

### SEE ALSO COMPLAINTS PROCEDURE

Date reviewed..... 9.6.2014      Signed.....  
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