

## **PC03 Complaints Procedure**

**Updated September 2016**

This policy should be read in conjunction with policy P13 Safeguarding Child Policy and PC05 Guidance for Safer Working Practices as well as Policy P8 Parents as Partners, P14 Disclosure Policy, PC01 Disciplinary and Dismissal, PC02 Employee Grievance Procedure and PC04 Whistleblowing Procedure.

If an allegation or complaint is made against a member of staff this should be to the trustees, who will seek guidance from the County Foundation stage team. Any formal complaint to the trustees about a member of staff will be reported to OFSTED immediately regardless of the nature of the complaint. If the allegation is of a serious nature and abuse is suspected the member of staff should be suspended until an investigation is carried out.

- If there is no case to answer the member of staff should be re-instated
- If there is any doubt the member of staff should be dismissed.

Any complaint about the general running of Ridgeway Playgroup should be made to the Play Leader or, if this is inappropriate, to the trustees.

All complaints will be attended to promptly and all parties involved in any discussions. We aim to respond in writing to any complaint made to the play leader within seven working days. Complaints made directly to trustees will be responded to within 28 days. We will investigate and collate evidence in response to a complaint.

We will provide OFSTED, on request, with a written record of all complaints made during a significant period, and the action which was taken as a result of each complaint.

Written records are kept regarding any written complaint received along with the outcome and these are kept for three years.

If the complainant feels that their grievance has not been dealt with satisfactorily, they should contact OFSTED: Piccadilly Gate, Store Street, Manchester, M1 2WD  
Tel: 0300 123 1231.

Our OFSTED registration number is EY342824.

This policy was agreed by Trustees and Staff of Ridgeway Playgroup Sept 2016  
Review Date: September 2024