**Complaints Policy & Procedure**

The policy of Singleton Playschool is one of open, honest and polite communication between parents/carers, children, staff and committee. We aim to provide the highest quality education and care for all the children in our care but if there is any dissatisfaction with our service, our staff or the Playschool then you may bring up specific concerns. This may include health and safety, improper conduct and or unethical behavior. All complaints will be treated seriously whether it’s in person and or by letter. All complaints will be dealt with promptly, respectfully and politely. The Playschool feel that all complaints will be used to improve its services to all those concerned.

**How to lodge a complaint.**

Your complaint can be issued in writing or in person. We would ask that complaints made in person must be made with a second person present to witness the complaint. The complainant may wish to issue the complaint direct to the committee, manager or staff. If manager or staff receives a complaint they will pass it on to the committee. If you feel that a complaint may infringe on personal friendships or have a detrimental effect on your relationships within the Playschool you may make an anonymous complaint.

* Your complaint should be named with contact details (unless anonymous).
* Copies of any relevant correspondence.
* Name of people the complainant has spoken to or have written to up to this point.
* Details of what has gone wrong or what has been handled incorrectly.
* How you would like the issue resolved.

Complaints may be posted to the Playschool:

Singleton Playschool

Singleton CE Primary School

Singleton

Chichester

West Sussex PO18 0HP

Or to the Chair of the Playschool Committee:

Mrs Esther Jewitt

Whitelands

Newhouse Lane

East Dean

Chichester

West Sussex PO18 0NJ

**Our response to the complaint.**

We will respond to the complaint within seven days. If you are not happy with the response an independent mediator will be called to assess the complaint. If your complaint was via staff or the manager you can request the chair of the committee to listen to the complaint. All responses will be taken into account and dealt with accordingly.

This complaints procedure does not affect the Human Rights Act 1998.

Reviewed and Updated September 2021