



Little Dino Playgroup Complaints Policy

At Little Dino Playgroup, we are committed to providing a safe, welcoming, and nurturing environment for all children and their families. We value feedback and are dedicated to addressing any concerns or complaints promptly and professionally.

1. Purpose

This policy outlines the procedures for raising, managing, and resolving complaints made by parents, guardians, or staff members regarding any aspect of the playgroup.

2. Principles

- All complaints will be taken seriously and handled with respect and confidentiality.
- We aim to resolve issues promptly and fairly.
- Every individual's right to be heard and to have their concerns addressed is valued.
- No individual will face discrimination or adverse consequences for raising concerns.

3. Raising a Complaint

- Complaints should be made in writing whenever possible, but verbal complaints are also welcomed.
- Parents or guardians are encouraged to initially discuss concerns with the Playgroup Manager or a designated staff member.
- If the issue is not resolved informally, a formal complaint can be submitted in writing to the Playgroup Manager.

4. Handling Complaints

- The Playgroup Manager will acknowledge receipt of the complaint within 3 working days.
- A thorough investigation will be conducted, respecting confidentiality.
- The complainant will be informed of the outcome within 10 working days, where possible.
- If further time is needed, the complainant will be informed of the delay and the reason.

5. Resolving Complaints

- Every effort will be made to resolve complaints amicably and satisfactorily.
- Where appropriate, meetings may be arranged to discuss and resolve the issue.
- If a resolution cannot be reached internally, the matter may be referred to an external body or authority.

6. Recording and Monitoring

- All complaints and their outcomes will be documented and stored securely.
- The playgroup will review complaints periodically to identify any patterns or areas for improvement.

7. Confidentiality

- All complaints will be handled with confidentiality and discretion.
- Information will only be shared with relevant individuals involved in the investigation and resolution, in line with privacy policies.

8. Feedback

- We welcome feedback to continually improve our services and environment.
- Parents and staff are encouraged to share their suggestions and concerns openly.

Contact Details

- Playgroup Manager: Rouma Begum
- Address: 46 Ratcliffe Cross Street
- Phone: 020 3051 6718
- Email: info@littledinoplaygroup.co.uk

Reviewed and Updated:

Date: 26th October 2025

Next Review Date:

Date: 26th September 2026