



The Poplars Sure Start Children's Centre

COMPLAINTS POLICY & PROCEDURES

We are committed to providing the best possible service and facilities to the children and families in our reach area and in order to make improvements we need to know of any aspect of our service that is unsatisfactory or that could be improved.

Complaints

We will listen carefully and respond to any issues you raise. We feel that we are a small, friendly centre and believe that most issues can be sorted out through discussion.

If you are unhappy with any aspect of the Centre these are the ways in which you could help us to change things.

- Talk to us confidentially any time that you are in the Centre, or call us to make a convenient appointment.
- Come along to a parent's forum meeting and give us your views on how we can shape and improve services.

If we are not able to resolve the issue to your satisfaction through discussion, you can:

- Speak or write to the Centre Manager. Your complaint will be acknowledged orally or in writing as soon as possible.
- A formal meeting will be arranged with you to clarify and supplement any information given.
- The person holding the meeting will investigate further, interviewing witnesses if appropriate.
- Written records of meetings, telephone conversations and any other documentation will be kept.
- Once all relevant facts have been established, you will be notified of the outcome and any changes that may be made in response to your concerns.

The County Council has produced a model procedure for parents who wish to express a concern about their child's school. This procedure is summarised in the leaflet for parents, 'Responding to Parents' Concerns', is detailed in the County's guidance pack and has been adopted by this Children's Centre.

If you feel that the issue is still not resolved to your satisfaction you can raise your concern with the Head Teacher of The Grange Community Infant School, who will respond as soon as possible, taking in to consideration the school holidays. The school and Children's Centre are not always open at the same time. Parents will be kept informed at all stages if the matter cannot be resolved immediately.

If you are still unsatisfied please address your concern to the Governing Body of The Grange Community Infant School in writing via the School Office and it will be forwarded to the Chair of the Governing Body.

The address of the school is The Grange Community Infant School, The Avenue, New Haw, Addlestone, Surrey, KT15 3RL.

POLICY REVIEWED: April 2016 - Zoe Hoare

NEXT REVIEW: April 2017