



Communication / Complaints/ Compliments

All parents are encouraged to communicate with staff at any time.

This may be in person when dropping off or collecting children. If parents are at work with any concerns or worries they may prefer to telephone and discuss this with the manager. All comments, suggestions and feedback are welcomed, and if a delicate matter or complaint needs to be expressed and addressed the Manager will set up a suitable time for this to be discussed in confidence. A complaint can be about any aspect of the running of the setting. Should the matter be un-resolved and if necessary, the Playgroup Chair person may be asked to intervene.

Complaints policy updated July 2016-07-19

Poster for notice board

How do I complain?

It is easier for us to resolve complaints if you raise them as soon as you become aware of the issue. Please talk to a playgroup member of staff and give them the opportunity to resolve any problems on the spot. Although, if you prefer please speak directly to the Manager or you can complain by phone, in writing, or by email. Should the matter be unresolved the Playgroup Chair person may be asked to intervene.

In certain circumstances it may be necessary to involve the Care Inspectorate. You may choose to be anonymous and further information is available on www.scwis.com/complaints. The address is Stuart House, Eskmills, Musselburgh EH21 7PB or Tel: [0131 653 4100](tel:01316534100).

The Nile Grove Playgroup Team

Updated 19/07/16