# Complaints procedure

Contents

[Complaints procedure 1](#_Toc482042473)

[Statement of intent 1](#_Toc482042474)

[Aim 1](#_Toc482042475)

[Method 1](#_Toc482042476)

[Making a complaint 1](#_Toc482042477)

[Stage 1 1](#_Toc482042478)

[Stage 2 2](#_Toc482042479)

[Stage 3 2](#_Toc482042480)

[Stage 4 2](#_Toc482042481)

[Stage 5 3](#_Toc482042482)

[The role of De Geschillencommissie Kinderopvang en Peuterspeelzalen 3](#_Toc482042483)

[Records 4](#_Toc482042484)

## Statement of intent

At the Daisy Chain Playgroup we firmly believe that the children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the Playgroup and will give careful, considered and serious attention to any concerns about the running of the Playgroup. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff or one of the Board members. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

## Aim

We aim to bring all concerns about the running of the Daisy Chain Playgroup to a satisfactory conclusion for all of the parties involved.

## Method

To achieve this, we operate the following complaints procedure:

## Making a complaint

### Stage 1

* Any parent who has a concern about an aspect of the Playgroup's provision talks over, first of all, his/her concerns with the Lead teacher (Serlene Stockton).
* Most complaints should be resolved amicably and informally at this stage.

### Stage 2

* If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Lead teacher (Serlene Stockton) or the Board of the Playgroup (write to the supervisor).
* The Playgroup stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Lead teacher may wish to store all information relating to the investigation in a separate file designated for this complaint.
* When the investigation into the complaint is completed, the Lead teacher or the Board of the Playgroup meets with the parent to discuss the outcome.
* Parents will be informed of the outcome of the investigation within 28 days of making the complaint.
* When the complaint is resolved at this stage, the summative points are logged in the Complaints Book.

### Stage 3

* If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Lead teacher and the Board of the Playgroup. The parent should have a friend or partner present if required and the Lead teacher should have the support of the Board of the Playgroup present.
* An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
* This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Book.

### Stage 4

* If at the Stage 3 meeting the parent and the Daisy Chain Playgroup cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
* The mediator keeps all discussion confidential. He/she can hold separate meetings with the playgroup personnel (Lead teacher and the Board of the Playgroup) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

### Stage 5

* When the mediator has concluded her/his investigations, a final meeting between the parent, the Lead teacher and the Board of the Playgroup is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
* A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

## The role of De Geschillencommissie Kinderopvang en Peuterspeelzalen

Individual parents may approach the complaints commission of “De Geschillencommissie Kinderopvang en Peuterspeelzalen” at any time if they prefer to handle a complaint with the help of an independent organization.

The Parent Commission of the Daisy Chain Playgroup may approach the De Geschillencommissie Kinderopvang en Peuterspeelzalen at all times on behalf of individual parents if parents prefer to handle a complaint via the Parent Commission and with the help of an independent organization.

De Geschillencommissie Kinderopvang en Peuterspeelzalen is an independent organization that attends to the interests of children attending playgroups and their parents/caretakers. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve De Geschillencommissie Kinderopvang en Peuterspeelzalen as the registering and inspection body with a duty to ensure the requirements of the Law ‘Ontwikkelingskansen door Kwaliteit en Educatie’ (OKE) are adhered to.

The address, phone number and e-mail address of De Geschillencommissie Kinderopvang en Peuterspeelzalen is:

Klachtenloket Kinderopvang
Postbus 96802
2509 JE Den Haag

Tel: 0900 1877 (Monday - Friday  9 – 17)

<https://www.klachtenloket-kinderopvang.nl/english/>

* If a child appears to be at risk, our Playgroup follows the procedures of the ‘Landelijk model methode kindermishandeling’.
* In these cases, both the parent and setting are informed and the Lead teacher and supervisor work with the De Geschillencommissie Kinderopvang en Peuterspeelzalen or Bureau Jeugdzorg to ensure a proper investigation of the complaint, followed by appropriate action.

## Records

* In the Complaints Book a record of complaints against our Playgroup and/or the children and/or the adults working in our Playgroup will be kept if the Playgroup receives a complaint in the future. This record will include the date, the circumstances of the complaint and how the complaint was managed.
* The outcome of all complaints will be recorded in the Complaints Summary Record which will be available for parents on request. So far the Daisy Chain Playgroup has never received any complaints. Therefore the Playgroup does not have a Complaints Summary Record at the moment.
* A yearly report will be drawn up by the team leader regarding complaints giving relevant details or stating no complaints were made during the school year ending and this report will be sent in letter format to the GCD before the 1st June. The parents committee will submit an independent letter to the same department.