

Complaints and Feedback

We welcome and will listen to feedback and concerns.

If you have a complaint about the Playgroup please speak to the Playgroup Manager, or the Chairperson of the Parent Management Committee, in the first instance.

If neither of these seem suitable you the Care Inspectorate can be contacted directly, and it is possible to complain confidentially, with more information here on the process:

<https://www.careinspectorate.com/index.php/complaints>

Informal complaints are generally verbal and will be dealt with by the staff team in partnership with the people involved.

Formal complaints will be recorded in writing and should be thought of as a last resort.

Formal complaints will be formally acknowledged, replied to, and acted upon within an appropriate time-frame which you would be informed of at the time.

If you wish to make a comment or discuss an aspect of Playgroup, without making a complaint, we value your feedback, as this is your playgroup, and your ambitions are central to what we are.

We work in partnership with families and carers for children's provision and care about resolving issues to strengthen the service.

We aim to gather feedback at key points in the year, both formally and informally, as part of our ongoing self-evaluation of the service for quality assurance. Your feedback helps us to improve the responsiveness of the staff team if you give us your honest opinions, and in our continuous improvement, to ensure it meets service users' needs.

Updated by:

L Gourmelen, Playgroup Manager

September 2025



**Holy Corner
Community Playgroup**