

## **COMPLAINTS POLICY**

Early Years Foundation Stage links:

**Statutory framework:** Complaints (3.75, 3.75)

**Development matters:** N/A

### **This is a statutory policy**

Legislation links: 1998 Data Protection Act, Childcare Act 2006, Equalities Act 2010, General Data Protection Regulation 2016

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to welcome each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Playgroup and parents/carers that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Our complaints procedure details the way in which we handle any complaints.

This Policy was readopted at the Annual General Meeting of Boughton Monchelsea Playgroup Association held on 10<sup>th</sup> February 2026

Signed on behalf of the Playgroup \_\_\_\_\_

Chairman

### **To be reviewed and re-adopted by March 2027**

This Policy was readopted at the Annual General Meeting of Boughton Monchelsea Playgroup Association held on

Signed on behalf of the Playgroup \_\_\_\_\_

Chairman

### **To be reviewed and re-adopted by March 2028**

This Policy was readopted at the Annual General Meeting of Boughton Monchelsea Playgroup Association held on

Signed on behalf of the Playgroup \_\_\_\_\_

Chairman

**To be reviewed and re-adopted by March 2029**