



# Ballygawley Early Years Playgroup

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## Compliments/Comments/Complaints Policy

Ballygawley Early Years Playgroup welcomes Compliments / Comments/ Complaints to inform what it is we do and to improve where necessary.

We will seek the views of Parents/guardians by:

- Staff making themselves available on a daily basis for formal/informal chats about whatever it is you are concerned about.
- Inviting you to place any Compliments/Comments in the Box provided in the front hall.
- Alternatively have a word with a member of staff or the Management Committee.
- Arranging formal Interviews between Key worker & Parents/Guardians at least twice yearly (More often if required)
- If you feel a Complaint is necessary then as a concerned Parent/Guardians speak to the Playgroup leader/Key worker in the first instance.
- If the issue is not resolved (or reoccurs) the Parent/Guardians should then put their Complaint in writing to the Chairperson of the Management Committee - who will endeavor to resolve your concerns through discussion with the Playgroup leader/Assistant. Chairperson of the Management Committee will respond to your issue within ten days of receiving your letter.
- Should this fail to resolve the matter a meeting maybe requested with the Chairperson and a Member(s) of the Management Committee depending on the issue arising.
- Both parties may have another person present and a written record of the meeting will be kept.
- Most Complaints are resolved at this stage. However, should Ballygawley Early Years Playgroup & the Parent/Guardians fail to reach an agreement on the way forward - an external mediator may be invited in to help.
- Please note: Should your Complaint be made directly to e.g. HighScope Ireland or the Southern Education and Library Board - it is likely that these Statutory Bodies will follow their own protocols in dealing with your complaint.



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This policy was reviewed by Ballygawley Early Years Playgroup Committee on 05/2015, and reviewed again on 01/2016 and 12/2016.

This policy links with the following;

- Safeguarding Children and Child Protection Policy
- Confidentiality Policy
- Data Protection Policy