**Principle**

Little Buds aims to provide the highest quality care and education for all children attending the setting. At Little Buds we aim to provide a warm welcome and caring environment within which all children can learn and develop as they play. The setting intends to work in partnership with parents/carers to meet their needs and the needs of their children and welcome comments/suggestions on how to improve the playgroup and club.

**Policy**

Management of Little Buds endeavour to quickly and informally resolve concerns through discussion with the appropriate member of the setting staff. All comments and complaints will be taken seriously and dealt with fairly and confidentially. If a parent/carer is not satisfied with any aspect of the provision of care and cannot informally resolve the issue, they may then follow the complaints procedure.

**Procedure**

At Little Buds we will seek parents view by:

*Comments:*

* Encouraging parents to place comments in the comments book/box which can be located in the hall beside the parent’s notice board.
* Ensuring comments are shared with staff and the management team on a regular basis.

*Complaints:*

Parents should follow the following steps if they wish to make a complaint:

* Speak to the leader in charge.
* If the issue is not resolved or reoccurs, the parent/carer should put their complaint in writing to the leader in charge.
* If this fails to resolve the issue, a meeting may be requested with the management team and leader (if appropriate) by writing to the management team.
* Both parties may have a friend/partner present and a written record of the meeting will be kept.
* Most complaints should be resolved at this stage, however should we be unable to reach an agreement, an external mediator may be invited to help resolve the issue.
* In some circumstances it may be necessary to involve the Health and Social Care Trust if a child appeared to be at risk or there was a possible breach of registration requirements. In this case a further investigation of the complaint would be carried out. They can be contacted by phoning The Early Years Team 028 37564020 or Early Years, [87 Lisanally Lane, Armagh BT61 7HF](https://www.bing.com/local?lid=YN1007x261121838&id=YN1007x261121838&q=Southern+Health+%26+Social+Care+Trust&name=Southern+Health+%26+Social+Care+Trust&cp=54.35628128051758%7e-6.649918079376221&ppois=54.35628128051758_-6.649918079376221_Southern+Health+%26+Social+Care+Trust&FORM=SNAPST).

**Monitoring**

This policy will be reviewed annually by the management team to ensure it

remains fit for purpose.

This policy was adopted by Little Buds management team.

Signed: …………………………………………………………………………………..

(on behalf of the management team)

Position: …………………………………………………………………………………..

Date: …………………………………………………………………………………..

Reviewed on:

Date: ………………………… Signed: ………………………………………….

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Date: ………………………… Signed: …………………………………………..

Date: ………………………… Signed: …………………………………………..