

City Kids Playcentre
c/o Our Lady and the English Martyrs
The Catholic Rectory, Hills Road, Cambridge CB2 1JR
Tel: 07565 975 946 Email: playleader@citykids.org.uk



COMPLAINT FORM

Details of parent or carer making a complaint

Name		Contact number	
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Does the complaint involve your child? <i>(Please give name/s below)</i> 	Yes (✓)	No (✓)

Does the complaint involve any other children? <i>(Please give name/s below)</i> 	Yes (✓)	No (✓)

Does the complaint involve a member of staff? <i>(Please give name/s below)</i> 	Yes (✓)	No (✓)

Date and time that the incident occurred <i>(for ongoing issues please give a timeframe)</i>	
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Signed	
Print name	
Date	

Please outline below the details of your complaint

City Kids' Complaint Procedures

Our aim is to offer each individual child and family a warm and caring environment within which all children can develop through play. We believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community, and we welcome suggestions on how to improve our setting at any time.

Many concerns can be resolved quickly by an informal approach to the appropriate member of staff, however, if you have a complaint, then we encourage you to use the complaints form. This will be filed along with a complaints log, which will detail how the complaint was dealt with and in what timeframe.

How to Complain

- Parents/carers who have a complaint regarding any aspect of the City Kids' provision should complete a complaints form and pass this to the playleader, who will arrange a time to discuss this within 2 days of receiving the form. The playleader will log the complaint and conduct a fact finding exercise before contacting the parent again with the results and outcomes of her findings. The playleader may at this stage advise the committee of the complaint, or if it is very serious, escalate it straight to the committee.
- If the parent/carer does not have a satisfactory response within 2 weeks, or if the problem recurs, the parent may ask the playleader to escalate the complaint to the committee.
- If the parent/carer does not wish to discuss the complaint with the playleader and prefers to pass it straight to the committee then they should put the completed complaint form in an envelope marked "Private & Confidential – City Kids Co-Chairs" in the PFA post box which is on the wall under the reception window in St Alban's school.
- Once a complaint has been escalated to the committee, the next stage is to hold a meeting with the playleader, any staff involved in the complaint and a representative of the management committee. The staff members and parent may have a friend or partner present if required and a written record of the discussion will be made for the complaints file.