



Complaints Policy

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

This policy was adopted by	Skylarks Community Preschool	<i>(name of provider)</i>
On	<u>1st August 2022</u>	<i>(date)</i>
Date to be reviewed	<u>1st August 2023</u>	<i>(date)</i>
Signed on behalf of the provider	<u><i>Kathleen Thomson</i></u>	
Name of signatory	Kathleen Thomson	
Role of signatory (e.g. chair, director or owner)	Manager/Trustee	

Date Reviewed	Changes	Signature
07 th August 2023	None	<i>Kathleen Thomson</i>