

**15. Complaints procedure**

Any complaint concerning care and/or staffing at Play Station should in the first instance be addressed to Joanne Knight (owner), Natalie Taylor (Manager) or Georgia Adams/Katy Gill (Deputy Managers). They will ensure that all complaints are dealt with professionally and effectively. Complaints and the ensuing discussions and outcomes will be logged.

All complaints will be investigated and dealt with accordingly.

Minor complaints (and indeed compliments) can be written in the folder located at front reception near the signing in book.

Other feedback can be provided in the parent questionnaires which are located at reception.

Whistleblowing hotline on 0300 1233155

Parents and carers who are still concerned following any such discussions are welcome to contact Ofsted at:

Piccadilly Gate

Store Street

Manchester

M1 2WD

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| Signature | Review date |
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