



Sensory Soft Play

COMPLAINTS POLICY AND PROCEDURE

1. Sensory Soft Play is run for our users and value the opinions and suggestions of staff, parents/ carers and children alike. We run an open policy of discussion where we encourage all parties to freely discuss any matter relating to the wellbeing, happiness and safety of the children with any member of staff.
2. Verbal complaints will be logged by the relevant member of staff and brought to the attention of the Manager at the earliest opportunity.
3. The manager will review the complaint and decide on any relevant action to be taken. It is our policy to resolve any minor issues that Parents / Carers or the children may have within 5 working days.
4. Should an investigation be required into any matter reported, the manager may request the person making the complaint to complete a written form, which will be duly provided.
5. All written complaints will be acknowledged in writing within five working days of receiving the complaint and a full written response will be issued within 28 days, following full and thorough investigation of the complaint.
6. The Manager will follow the complaint guidelines stated below: Every complaint will be afforded the strictest confidence and discussion will remain between the parties concerned and the Manager. On receipt of verbal complaint, the Manager will contact the relevant person within 24 hours to acknowledge the details and clarify any queries. The Manager will meet with all relevant parties to discuss the issues raised and endeavour to resolve any misunderstandings or correct any issue deemed to be agreed as needing action. A plan of action will be agreed and if required will be put into writing for both parties to acknowledge. A full and thorough investigation will be carried out and documented by the Manager, through verbal interviewing and discussion with all relevant parties involved. Should the Manager consider that an accusation be deemed so serious as to question the safety of any child/ren in our care.
7. Your personal and company data are protected

Summary

Sensory Soft Play has a well-defined complaints policy that prioritizes child safety and confidentiality while addressing concerns promptly. Verbal and written complaints are handled with care, ensuring thorough investigation and resolution.

Version History

Date	Updated By	Signed	Version	Comments / Amendments	Review Date
01/04/2018	Lisa Henderson		1	Initial Version	01/04/2019
01/04/2019	Lisa Henderson		2	No Changes	01/04/2020
01/04/2020	Lisa Henderson		3	No Changes	01/04/2021
01/04/2021	Lisa Henderson		4	No Changes	01/04/2022
01/04/2022	Lisa Henderson		5	No Changes	01/04/2023
01/04/2023	Lisa Henderson		6	No Changes	01/04/2024