



Complaints Policy

Policy Statement

Play, Learn, Grow! Cannock is committed to providing high-quality, safe and enjoyable baby sensory sessions for all families. We value feedback and aim to resolve any concerns or complaints in a fair, transparent and timely manner.

We recognise that, on occasion, parents or caregivers may wish to raise a concern. All complaints will be taken seriously and handled professionally, respectfully and confidentially. Raising a concern will not affect a family's ability to attend sessions.

Scope of Policy

This policy applies to parents and caregivers attending sessions and covers concerns about session delivery, health and safety, equipment, behaviour of other attendees, safeguarding concerns, booking or communication issues, and any aspect of the Play, Learn, Grow! Cannock service.

Safeguarding concerns will always take priority and may be handled under the Safeguarding Policy.

Informal Complaints (Stage 1)

Most concerns can be resolved quickly and informally.

Parents and carers are encouraged to raise concerns as soon as possible by speaking directly to the session leader at the end of a session, sending a message via the booking platform, or contacting the business via email or social media.

The aim is to resolve informal concerns within 48 hours where possible.

Formal Complaints (Stage 2)

If the issue cannot be resolved informally, a formal complaint may be made.

Formal complaints should include the name of the parent or carer, the baby's name where appropriate, the date of the session, details of the complaint, and the desired outcome.

Formal complaints can be submitted in writing via email, message through the booking system, or written document.

Complaint Handling Procedure

Once a formal complaint is received, it will be acknowledged within three working days. The complaint will then be reviewed and investigated, and any relevant information gathered. A response will be provided within ten working days where possible. If additional time is required, the complainant will be informed.



Possible Outcomes

Outcomes may include clarification or explanation, an apology where appropriate, review of procedures, adjustment to session practice, further monitoring, or a refund or credit at the discretion of Play, Learn, Grow! Cannock. All outcomes will be fair and proportionate.

Confidentiality

All complaints will be handled confidentially. Information will only be shared where necessary to investigate and resolve the complaint. Personal information will be handled in accordance with the Data Protection and GDPR Policy.

Unreasonable Complaints

Play, Learn, Grow! Cannock reserves the right to manage complaints that are vexatious, abusive, repeated without new information, or unreasonable in nature. In these situations, communication may be limited or discontinued.

Record Keeping

A record of complaints will be maintained including the date of complaint, nature of complaint, action taken, outcome, and date resolved. Records are stored securely and confidentially.

Escalation

If a complainant remains dissatisfied after the formal response, the complaint may be reviewed again and a final response will be provided.

Commitment

Play, Learn, Grow! Cannock is committed to listening to parents and caregivers, resolving concerns fairly, improving services where possible, and maintaining a welcoming and supportive environment.

All feedback is welcomed and valued!

Date of Policy: April 2026

Date of Policy Renewal: April 2027

Signed: Rebecca Marfell

8th April 2026