



Concerns, Complaints and Compliments Policy

At PLL Group, we are committed to delivering high-quality services to all children and families. We welcome both compliments and complaints as valuable feedback to help us improve and celebrate our strengths.

PLL Group recognises that there are many reasons for customer concerns and that most can be resolved informally. This policy sets out the process by which PLL Group manages concerns, detailing the steps that a parent, guardian, school or club should follow and the response that they can expect from PLL Group at each stage, both informal and formal.

Policy Aims

The aim of our Concerns, Complaints and Compliments Policy is to:

- To provide a clear process for parents, carers, children, and schools to express concerns or compliments.
- To resolve complaints promptly, fairly, and confidentially.
- To use feedback constructively to improve the quality of our provision.

Procedures for customers with concerns or complaints

First Stage

Initially, and if appropriate, the customer should discuss their concern with the relevant staff member. Most difficulties may be resolved at this stage

Second Stage

The customer can contact the PLL office by calling 01483 270160. Alternatively they can put their concerns in writing, emailing info@pllgroup.co.uk

At this stage we would encourage the customer to provide all relevant details of the issue being raised.

PLL will acknowledge receipt of the email within 72 hours and respond via email once the relevant facts have been established, no later than 28 days from acknowledgement of receipt.

All concerns and complaints are kept on file for 5 years.

If a customer feels that they have not received a satisfactory response and their complaint involves a child safeguarding issue, they can refer to the Children's Single Point of Access (C-SPA) at 0300 470 9100 or email cspa@surreycc.gov.uk.

Ofsted Notification

If your complaint relates to a breach of registration requirements, you may also contact Ofsted directly at:

- Website: <https://www.gov.uk/government/organisations/ofsted>
- Tel: 0300 123 1231

Procedures for compliments

Customers who wish to express a compliment should either phone PLL office on 01483 270160, or email info@pllgroup.co.uk

To write to PLL, 3 Anchor Crescent, Knaphill, Woking, GU21 2PD.

Compliments pertaining to staff will be forwarded to the relevant member of staff.

This policy was adopted by: Charlie Adams	Date: 1st September 2025
To be reviewed: 31st August 2027	Signed: 