

# **The Playrooms**

## **Complaints Procedures – when things go wrong:**

### **Making a complaint**

We hope that your experience at The Playrooms is the best it can be and that you receive a great service and excellent food. However, we know that there may be times when you are unhappy with your experience with us, or you may just want to suggest a way we can improve our offering to you.

The people who can best deal with most concerns are those who work on the floor at The Playrooms, from our Play Assistants, to our Play Manager or our Café Manager. We can normally resolve any issues, concerns, mistakes or misunderstandings quickly. However, if we cannot sort out your problem this way, the complaints procedure is here to help you.

Your complaint is important to us. They help us to:

- Put things right when they go wrong
- Listen and learn: and
- Change and improve the way we do things.

So please do not be worried about telling us your concerns.

### **When should I complain?**

Our complaints procedure is intended for those times when you feel we have failed to deliver what you think we should have. The standards we aim to achieve are those of utmost safety for children, a fun time, and a relaxing time for Adults and excellent good food and drink from our Cafe. If our service falls short, you should make a complaint. Examples of when to complain are if we:

- Fail to take action after you first contacted us
- Failed to provide the service or experience to the standard we promise
- We are not patient, helpful, respectful in dealing with you
- Provided a service or product that we unfair or misrepresented
- Just got something wrong

### **How can I complain?**

We want to make it as easy as possible to let us know if you feel something is wrong

You can complain:

- By telephone on 0208 295 1888 and ask for Susan Marlow

- In writing by letter or via our website
- In person when at the Play Café
- By email at [info@theplayrooms.co.uk](mailto:info@theplayrooms.co.uk)

### **Our complaints procedure**

We have a simple three stage procedure for complaints

#### Stage 1

- We will acknowledge your complaint within two working days of receipt.
- We will tell you who is handling your complaint and when you can expect a response
- We aim to respond to your complaint within 3 working days. If for any reason we cannot do this we will contact you explain why and give you a new date for our response or outcome

#### Stage 2

- If you are not satisfied with the outcome at stage 1, you can take this matter further. We will include details of how you do this in your stage 1 response.
- A Stage 2 complaint will be investigated by the relevant head of area, we aim to respond with your complaint within another 2 working days.

#### Stage 3

If you are still not happy with stage 2 response you can ask that your complaint be dealt with at stage 3. We will include details of how you do this in our stage 2 response.

At your stage 3 complaint, this will then be investigated and reviewed by our Directors of course we hope never to get to this stage as we feel all issues should be resolved way before this stage.