

COMPLAINTS PROCEDURE

The provision supports the principle of seeking the views of parents/carers and designated professionals regarding the service it provides. Parents are informed of the policy and procedures of the complaints before /when the child starts at the provision. Training is provided for all the staff regarding implementing the complaints policy and procedure.

This policy and procedure is available to parents/carers and any other interested partners involved in the placement of children at the provision

Making Concerns Known

Any parent/carer who has concerns about any aspect of the provision should discuss them with the Person in Charge. Most problems should be resolved informally at this initial stage and a record will be kept of any discussions.

The parent/carer will be informed of the outcome within 14 days. If there is no satisfactory outcome within 14 days of the informal discussion, or the problem recurs, the following procedure should be invoked:

- put the concerns or complaint in writing to the Person in Charge/Responsible Individual or Registered Person
- provisions will acknowledge the receipt of the complaint in writing
- arrange a meeting with all interested parties
- have a representative present for both parties
- have a written record of the discussion made and agreed.

Ysgol Llandrillo Yn Rhos Day Care aim to resolve the issue or complaint as soon as is practicably possible and in any event within 14 days. The time limit may be extended by a further 14 days with agreement with the complainant. Complaints may be received by any method and need not be in writing. We aim to resolve the complaint locally and provide an appropriate response. A written resolution will be given to the complainant and a copy kept for our records and a copy will be provided to the CSSIW where required.

Complaints subject to concurrent consideration

Where a complaint is subject(ed) to concurrent consideration, for example, there is a child protection issue, the RP is taking or proposing to take disciplinary action or if there is notification that an investigation is being conducted with a view to criminal proceedings, then consideration of the complaint may be discontinued.

Consideration of the complaint can be resumed at any time.

Where a consideration of a complaint has been discontinued, the RP will inform the complainant of any progress and when it has been concluded.

The RP will reconsider the complaint at the request of the complainant following the discontinuing or completion of investigations into the concurrent complaint

If the parent/carer and group cannot reach agreement an external mediator,

acceptable to both sides, may be invited to listen and offer advice.

Fieldworkers, Regional Executive Officers or Volunteers from Wales PPA will be available to act as mediators.

A mediator has no legal powers but can help clarify the situation A mediator should:

- help define the problem
- review the actions
- suggest further ways which might resolve it
- meet with the group if requested
- keep an agreed written record of any meetings held and advice given
- keep all discussions confidential.

Parents are able to contact CSSIW at any time

The provision will cooperate in providing any information they require, and if the complaint is upheld, take any necessary action

If any of the above stages the provision/ management/RP or subsequently the inspectors find there is no grounds for complaint, the nursery will respect any decision a parent/care makes regarding their child's place at the provision and there will be no repercussions on the part of either the parents or staff.

In certain circumstances, it will be necessary to involve the Care and Social Services Inspectorate for Wales (CSSIW) who has a duty to ensure that the requirements of the Children Act 1989 are met. Wales PPA works in partnership with the Local Authority and CSSIW to encourage high standards. CSSIW would be involved if:

- a child appeared to be at risk of any kind
- there appeared to be a possible breach of registration requirements

In these cases the parents/carers and the group will be informed and the Wales PPA Fieldworker/Regional Executive Officer will work with the Local Authority and/or CSSIW to ensure that the complaint is properly investigated and appropriate action taken.

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents/carers, children and group, complaints will be taken seriously, and dealt with fairly and **confidentially**.

An appointed person will notify the complainant of any outcome.

An accurate and detailed record will be kept of all complaints, which will include the following information.

- name of complainant
- nature of complaint
- date and time of complaint
- action taken in response to complaint
- result of complaint investigation
- information given to complainant.

If the complaint is against the registered person Sharon Davies, or if you are not satisfied with the way your complaint has been handled, the nature of the complaint should be put in writing and addressed to the local CSSIW office.

CSSIW
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Conwy
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