



## **Complaints Procedure**

Ysgubor fach Nursery offers a warm welcome to all children and families and by working in partnership with parents/carers provides a caring environment, where all children can learn and develop as they play.

Suggestions how to improve the nursery are always welcome.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

### **MAKING CONCERNS KNOWN**

Any parent/carer who is uneasy about any aspect of the Nursery provision should talk over any worries and anxieties with the Day Nursery Managers.

If there is no satisfactory outcome within 14 days, or a problem re-occurs, the parent/carer should:

- Put their concerns in writing this will be acknowledged by the Nursery within 3 working days.
- Request a meeting with the Day Request
- Have a written record of the discussion taken

We will attempt to resolve any complaint at a local level within 15 days and confirm in writing to the complaint the agreed resolution.

If parent/carer wishes to make a formal complaint in writing this would be referred to the manager of the nursery.

If the parent/carer is not satisfied that the matter has been resolved, the parent/carer should contact the registered person.

In certain circumstances it will be necessary to involve The Care Inspectorate Wales who have a duty to ensure that the requirements of the Children's Act 1989 are met.

Wales PPA work in partnership with the local Authority and CIW to encourage high standards. CIW 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 parent/carer and the Day Nursery will be informed and the Wales PPA fieldworker/Regional Executive Officer, will work with the local Authority and CIW 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 interest of the parent/carer, children and the Nursery, complaints will be taken seriously, dealt with fairly and in **confidence**.

The manager will notify the complainant of any outcome.

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

- Name of the complainant
- Nature of the complaint
- Date and time of the complaint
- Action taken in response to complaint
- Result of complaint investigation
- Information given to the complainant

We are inspected annually by the Care Inspectorate Wales (CIW) and also seek their advice and guidance when necessary.

Any parent/carer who is uneasy about the aspect of the Nursery's provision should talk over any worries or concerns with the Nursery. If the parent is unhappy with the outcome they can contact the CIW at:

The Care Inspectorate Wales

South West Region

Government Buildings

Picton Terrace

Carmarthen

SA31 3BT

01267 245 160

*Our Policies and Procedures are reviewed yearly.*

*Many Thanks,*

*Eleri Thomas*