



Ysgubor Fach

Complaints Policy

Parents should initially raise a problem with the Nursery Supervisor or a member of staff or the manager (if it concerns the whole nursery). Any issue relating to the health and safety of a child or member of staff should be addressed directly to the manager, who will deal with it urgently.

In the first instance every effort will be made to resolve any matters within the setting of the nursery. If the matter is not resolved, the directors will meet with all parties involved in an effort to find a solution if exceptionally, the matter still remains unresolved the parent/carer can contact the CIW Carmarthen.

Formal complaints should be made by letter or e-mail to the directors of Ysgubor Fach. Each complaint will be logged on receipt and investigated: Parents will be informed, in writing, of the outcome within 28 days. We keep a written record of all complaints, which is available to all parents on request unless issues of confidentiality arise, in which case we will seek the advice of CIW before making disclosure.

Complaints against a member of staff will be addressed through our staff and grievance procedures.

*Our Policies and Procedures are reviewed yearly.*

*Many Thanks,*

*Eleri Thomas*