



Complaints Procedure

At Deryn Bach we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Children Policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker or a senior member of staff/room leader.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager, Laura Griffiths. The manager will then investigate the complaint and report back to the parent within 14 days. This timescale may be extended by a further 14 days with the complainant's agreement. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Care and Social Services Inspectorate Wales (CIW). Parents are made aware that they can contact CIW at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact them. CIW is the registering authority for nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Complaints Subject to Concurrent Consideration

The registered person* must consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled. Such complaints are referred to for the purposes of this regulation as "complaints subject to concurrent consideration".

- The consideration of complaints subject to concurrent subject to concurrent consideration may be discontinued if at any time it appears to the registered person that to continue would compromise or prejudice the other consideration.
- Where the registered person decides to discontinue the consideration of a complaint under the above bullet point, the registered person must give notice of that decision to the complainant.
- Where the registered person discontinues the consideration of any complaint under the first bullet point, consideration can be resumed at any time.
- Where a consideration of a complaint has been discontinued, the registered person must ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded.

- The registered person must resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under these regulations.

**Registered Person is Laura Griffiths*

Contact details for the CIW:

CIW North Wales Region,
Government Buildings,
Sarn Mynach,
Llandudno Junction
LL31 9RZ

Telephone: 0300 7900 126

Fax: 0300 062 5030

Email: CIW.North@wales.gsi.gov.uk

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on	Signed on behalf of the nursery	Date of latest review
18 th June 2015	Lmgriffiths	7 March 2019