



## Complaints Procedure

For Parents / Carers / Staff

1. Parents/Carers will initially be advised that they have the right to discuss their concerns with Care & Social Services Inspectorate Wales at any time.
2. The Registered Persons will consider if the complaint concerns allegation of child/adult abuse.
3. At this point any investigation will be suspended and a referral made in line with the meithrin's Safeguarding and Child Protection Policy
4. Otherwise the local resolution stage will continue

### Recording of complaint:

- The Registered Persons will ask the complainant to complete a form detailing the nature of the complaint.
- The Registered Persons will then begin the investigation process.
- The Registered Persons will work towards resolving the complaint(s) within 14 calendar days. Time limit may be extended for up to a further 14 days with the agreement of the complainant.

- The Registered Persons will complete a form detailing the complaint.
- Once the Investigation has been completed the Registered Persons will write to inform the complainant of the local resolution stage.
- This will also include the decisions/recommendations, together with an apology if appropriate.
- Reasons will also be given for the decisions/recommendations that have been made.
- If relevant a meeting will be arranged with the complainant to discuss the written response and outcome.

Anonymous complaints will be processed in the same way and fully investigated and recorded. The above procedure will be followed even though a response cannot be given to the complainant. All complaints carried out at this stage by the nursery will be kept and made available for inspection by CIW.

We hope that the initial meeting with the Registered Persons between parent/carer/staff will resolve any issues and that no further action will be necessary. Parents/carers/staff can contact CIW without any prior discussion with the Registered Persons if the complaint is in connection with these persons or if they do not want the nursery staff to be aware of any complaint against them until contacted by CIW.

If local resolution is not successful then the complaint will come under Formal Consideration.

Complaints that are dealt with under formal consideration must be resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration. The registered person will send a response to the complainant within the 35 days outlining the nature and substance of the complaint, the conclusions and the action to be taken as a result.

- The registered person will also send a copy of the written response to the complainant, to the National Assembly or the registering body - **CIW**.
- The time limit of 35 days can be extended with the agreement of the complainant.
- If the complaint has not been **resolved within the 35 days of the request for formal consideration**, the registered person must notify **CIW** of the reasons for the delay in resolution.
- The response that the complainant receives will be copied to the staff members concerned, with recommendations for any action to be taken. A full account of the complaint, the actions taken and the final outcome will be communicated to the National Assembly or the registering body - **CIW**.

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**CONTACT DETAILS FOR CIW:** CIW South East Wales  
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This policy is reviewed annually