



## Concerns, Complaints and Compliments Policy

At Ribbons Preschool 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 preschool. 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/Child Protection Policy. All complainants will be notified within 14 days of the outcome of any investigation, this may be extended to a further 14 days with agreement from all parties concerned.

### 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 preschool, 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 preschool manager. The manager will then investigate the complaint and report back to the parent within 14 days. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

#### Stage 3

If the matter is still not resolved, the preschool will hold a formal meeting between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The preschool 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 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 preschool's registration. It risk assesses all complaints made and may visit the preschool to carry out a full inspection where it believes requirements are not met. The CIW are keen to hear from our users about their experiences and any concerns that they may have in regards to our preschool. **However, it is not a complaints agency, and cannot deal with complaints linked to individual circumstances.** If they are not able to deal with your particular complaint, they will direct you to the organisation best placed to help you.

If at any time a complaint becomes subject to concurrent consideration the registered person must discuss with the complainant and any other involved parties, how the complaint must be handled. The registered person must also keep the complainant informed if the complaint becomes discontinued or if a decision is made.

A record of all complaints and investigations will be retained securely within the preschool. 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; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. These records will be made available to the CIW at any time if requested.

Contact details for the CIW:

To raise a concern:

Phone : 0300 7900 126

Email : CIW@gov.wales

Write to CIW:

Care Inspectorate Wales

Welsh Government

Rhydycar Business Park

CF48 1UZ

For general enquiries:

Llandudno Junction

Telephone: 0300 7900 126

0872 437 7301

E-mail: CIW.LlandudnoJunction@gov.wales

Post: Care Inspectorate Wales

Welsh Government office

Sarn Mynach

Llandudno Junction

LL31 9RZ

All CIW inspections will be unannounced. Parents will be informed after an inspection has taken place, and we will provide a copy of the report to parents and/or carers of children attending on a regular basis.

We will adopt this policy for all children within our setting.

This policy was adopted on: 23.08.19

This policy was amended on: 09.01.2020

Signed on behalf of the preschool: K.Watkins-Freeman

Date for review: 09.01.2021

Policy reviewed: 09.01.2021

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