

COMPLAINTS PROCEDURE

NMS Regulation Standard 19

1. Willows Day Care Brecon claims to provide a high quality, efficient and accessible service to parents and children.
2. Staff, parents and relevant children will be given a copy of the complaint's procedure.
3. The way we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high-quality provision. However, from time to time a parent or child may feel that they have a complaint against some aspect of our day care, or an individual member of staff. It should be possible to resolve any problems as soon as they occur by speaking to the manager. If not, then you should follow the formal complaints procedure set out below.

INFORMAL STAGE

Initially speak to the day care manager, if you prefer to do this outside of normal pre-school hours and in confidence, please arrange a convenient time. The manager will make every attempt to resolve the matter and will communicate the outcome to the complainant within 14 days of the complaint being made. In agreement with the complainant, this could be extended to 28 days.

Should you not be satisfied with the outcome then you should move on to the formal complaint's procedure.

FORMAL - STAGE ONE

1. Put your complaint in writing to the manager. The setting should keep a copy of the complaint along with any other communications on this matter for your own records.

The manager will sign and date the complaint when received and will file it in Willows Day Care Brecon 'complaints' log book. All communications and actions taken regarding this complaint will be recorded by the manager in the log book.

2. The manager will acknowledge your complaint in writing as soon as possible and will forward a copy to the Responsible Individuals. The manager will investigate the matter in full consultation with the Responsible Individuals; confidentiality will be maintained throughout.
3. Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation, the manager will advise you of the reasons. You will be kept up to date with what is happening, and you will receive a full reply in writing within fourteen days, in agreement with the complainant, this can be extended to 28 days.
4. The response you receive 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 Responsible Individuals. If you are not satisfied with the outcome, you can ask the manager to refer the matter to the next stage.

The setting will keep a copy of the complaint along with any other communications. Details such as the date, personal contact details of the complainant and the nature of the complaint will be logged.

The timescale from receipt of the complaint to making contact to attempt resolution will be carried out as quickly as possible and should normally be within 28 days. If the complaint is particularly complex and/or requires lengthy investigation it may take longer to review. In this case you will be kept informed of progress.

Complaints subject to concurrent consideration

Where a complaint relates to any matter:

- a) about which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
- b) about which the Responsible Individuals are taking or are proposing to take disciplinary proceedings, or
- c) about which the Responsible Individuals have been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or
- d) about which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults, or
- e) about which the Responsible Individuals have been notified that a local authority has or is instigating child protection enquiries,

The Responsible Individuals will consider, in consultation with the complainant, how the complaint should be handled. Such complaints are referred to for the purposes of this regulation as “complaints subject to concurrent consideration”.

1. The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the Responsible Individuals that to continue would compromise or prejudice the other consideration.

Where the Responsible Individual decides to discontinue the consideration of a complaint under paragraph (1.) the Responsible Individuals will give notice of that decision to the complainant.

Where the Responsible Individuals discontinues the consideration of any complaint under paragraph (1.), consideration can be resumed at any time.

Where the consideration of a complaint has been discontinued under paragraph (1.) the Responsible Individuals will ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded.

The Responsible Individuals will resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under the Childminding and Day Care Regulations.

Care Inspectorate Wales (CIW)

Who are they?

Care inspectorate Wales are the independent regulator of social care and childcare in Wales. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

What do they do?

- They carry out functions on behalf of Welsh Ministers to provide assurance on the quality and safety of services
- They decide who can provide services
- They inspect and drive improvement of regulated services and local authority social services
- They undertake national reviews of social care services
- They take action to ensure services meet legislative and regulatory requirements
- They respond to concerns raised about social care and childcare services