



## **CONCERN, COMPLAINTS AND COMPLIMENTS PROCEDURE**

At **Royal Day Care** 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 day care.

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 Child Protection 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 day care, 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 day care manager. The manager will then investigate the complaint and report back to the parent within 14 working days and if the matter is not resolved and the parent agree the period for resolution can be extended with another 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 it can be submitted as a formal resolution which should be resolved as soon as reasonably practicable within 35 days of the request for formal consideration. The day care will hold a formal meeting between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The day care 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 still 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 day care in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the day care's registration. It risk assesses all complaints made and may visit the day care to carry out a full inspection where it believes requirements are not met.

If, at any time, we are made aware that the subject of a complaint at any stage in the above process is also covered in a concurrent investigation or legal proceeding (including court proceedings, criminal investigations or investigation by regulatory bodies), we may suspend the above complaints proceedings, if we believe it would compromise or prejudice those concurrent actions.

We will notify the parent of any suspension of the complaint and the reasons for this. We will maintain regular contact with the parent and any external bodies involved in concurrent complaints and investigations to monitor progress. Once any concurrent investigations or actions have concluded, or there is no risk of them being compromised, we will resume the consideration of the complaint and notify the parent.

A record of complaints will be kept in the day care. 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. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

#### **Contact details for the CIW:**

##### **To raise a concern:**

If you have a specific concern about the safety and quality of a care service in Wales, you can:

- submit your concern via the CIW web form: <https://careinspectorate.wales/contact-us/raise-concern>
- telephone CIW on: 0300 7900 126 option 2



[www.royaldaycare.co.uk](http://www.royaldaycare.co.uk)

**For general enquiries:**

Telephone: 0300 7900 126

E-mail: [CIW@gov.wales](mailto:CIW@gov.wales)

Fax: 0872 437 7301

Twitter - [@Care\\_wales](https://twitter.com/Care_wales)

Facebook - [Care Inspectorate Wales](https://www.facebook.com/CareInspectorateWales)

Parents will also be informed if the day care 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.

We will adopt this policy for all children within our setting across all ages groups up to **16**.