



NMS Regulation Standard 19

1. Smarties setting will aim 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 pre-school, or an individual member of staff. It should be possible to resolve any problems as soon as they occur by speaking to the Leader. If not, then you should follow the formal complaints procedure set out below.
4. All complaints will be dealt with sensitively and confidentially.

INFORMAL STAGE

Initially speak to the pre-school leader, if you prefer to do this outside of normal pre-school hours and in confidence, please arrange a convenient time. The Leader 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.

Should your complaint be about the leader, you should refer directly to Mrs Sarah Court or Miss Beth Roberts the Responsible Individuals.

FORMAL - STAGE ONE

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

The Leader will sign and date the complaint when received and will file it in Smarties, 'complaints' log book. All communications and actions taken regarding this complaint will be recorded by the Leader in the log book.

Information will include:

- Name of the complainant
 - Nature of complaint
 - Date & Time of complaint
 - Action taken in response of complaint
 - Result of complaint investigation
 - Information given to the complainant including date of response
2. The Leader will acknowledge your complaint in writing as soon as possible and will forward a copy to the Responsible Individual. The Leader will investigate the matter in full consultation with the Responsible Individual; 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 Leader 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 Individual. If you are not satisfied with the outcome, you can ask the Leader to refer the matter to the next stage.

FORMAL - STAGE TWO

1. The Leader will refer the complaint and all the relevant documentation to the Responsible Individual. They will investigate the complaint and how it has been handled by the setting Leader independently.
2. The 'Responsible Individual' will send a response to the complainant within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary.
3. The outcomes of a formal consideration are confirmed in writing by the registered person/responsible individual to the complainant and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
4. The time limit may be extended with the complainant's agreement.
5. If the complaint has not been resolved within 35 working days of the request for formal consideration, the registered person/responsible individual notifies the appropriate office of the complaint and reasons for the delay in resolution.

FORMAL-STAGE THREE

1. Should you still be unhappy with this response and feel that the matter has not been resolved to your satisfaction, the Pre-school's operation becomes detrimental to the quality of care provided to children and families then you should contact (CIW). CIW are the body with which this Pre-school is registered with. Their contact details are as follows;

HOWEVER, IT IS WITHIN YOUR RIGHTS TO CONTACT CIW AT ANY STAGE OF YOUR COMPLAINT SHOULD YOU WISH TO DO SO.

CIW ADDRESS;

Government Buildings Picton Terrace Carmarthen
SA31 3BT

TEL: 03007900126

Should the complaint be about the Responsible Individual, the Chair of Governor is informed in the first instance: stage 3 of the procedure (see formal stage three)) must be followed and the local office of Care and Social Services Inspectorate Wales (CIW) 0300 7900 126 is informed. CIW may ask for a verbal complaint to be followed up in writing.

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 Individual is taking or is proposing to take disciplinary proceedings, or
- c) about which the Responsible Individual has 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 Individual has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000
- f) about which the Responsible Individual has been notified that a local authority has or is instigating child protection enquiries,

The Responsible Individual will consider, in consultation with the complainant, School Governing Body and Local Authority, 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 Individual 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 Individual will give notice of that decision to the complainant.

Where the Responsible Individual 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 Individual will ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded.

The Responsible Individual 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.

This Complaints Procedure for Smarties was passed for use

Reviewed: September 2024

By: Miss Amber Graham - Setting Leader

By: Mrs Sarah Court – RI

Planned Date for Review: September 2025