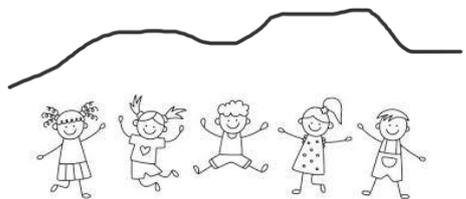




## 3@Cradoc Complaints procedure



3 @ Cradoc aims to provide high quality, efficient and caring service for children attending the setting. Our organisation is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain high quality provision. However, from time to time parents/carers may feel that they have a complaint against some aspect of the provision, a member of staff or responsible individual. Usually it should be possible to resolve any problems as soon as they occur by speaking to the setting leader. During all stages of a complaint, all complaints will be dealt with sensitively and confidentially. If not, then you should follow the formal complaints procedure as set out below.

### Informal Stage.

Initially speak to the setting leader, in privacy if necessary, at a time convenient to both parties. The setting leader will make every effort to resolve the matter as soon as possible and communicate the outcome to the complainant. Most concerns and complaints can be sorted out quickly by speaking to the setting leader.

### Formal Stage.

- \* Put your complaint in writing using the setting's complaints form and hand to the setting leader, (Copies available from the setting leader and on the noticeboard in the entrance). You should keep a copy of the completed form for your own records along with any other communications.
- \* The setting leader will sign and date this form and file it with the setting records along with any future communications.
- \* The setting leader will acknowledge receipt of the complaint and forward it to the 'responsible individual'. The matter will then be investigated fully ensuring confidentiality throughout. If a complaint is made against a responsible individual this will be taken to the governing body and CIW will be informed.
- \* Members of staff will be asked to give their accounts if appropriate. No unfounded accusations will be made. The complainant will be informed of any delays in the investigation and the reason for them. They will be kept up to date with what is happening and receive a full report in writing within 14 days. This time limit can be extended for a further 14 days with the agreement of the complainant.
- \* Responses received will be copied for staff concerned along with courses of action. A full account will be communicated to the setting's 'responsible individual'. If the complainant is not satisfied with the outcome, they can ask for the matter to be referred to the next stage.
- \* The Setting leader and responsible individual with the agreement of the complainant should make arrangement for conciliation, mediation or other assistance for the purpose of resolving the complaint. A written account of the complaint must be recorded throughout the investigation, as this could be requested at any stage of the enquiry by the National Assembly or the registered body – Care Inspectorate Wales (CIW)
- \* The final response sent to the complainant will be copied to the authority involved, and the staff member concerned, together with recommendations for action to be taken.

### Formal Complaint.

- \* Should they still be unhappy with the response and feel the matter has not been resolved to their satisfaction, then they should write to the Care Inspectorate Wales (CIW), the body with which the setting is registered. It is the registered persons duty to inform the complainant of their right to at any time complain to Powys County Council, the National Assembly or the registration body (CIW). CIW are keen to hear from users of services about their experience and any concerns about services that they regulate. On receiving a complaint CIW will look to see if a safe service is being provided or if the service is failing to meet the requirements and conditions of registration. They will arrange an inspection if they believe a setting is failing to meet standards.

CIW is not a complaints agency and cannot deal with complaints linked to individual circumstances however they are able to direct the complainant to an organisation that can help.

CIW contact details are as follows:

CIW  
Welsh Government Office,  
Sarn Mynach,  
Llandudno Junction  
LL31 9RZ

TEL – 0300 7900126  
Email – [CIW@gov.wales](mailto:CIW@gov.wales)

You are within your rights to contact CIW at any stage of your complaint should you wish to do so.

Complaints subject to Concurrent Consideration  
(Child Minding & Day Care(Wales)regulation 2010) Section 36.

- (1) 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 registered person is taking or is proposing to take disciplinary proceedings, or
  - (c) about which the registered person 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 registered person has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000 (*removal etc. from register*) [M1](#), or
  - (f) about which the registered person has been notified that a local authority has or is instigating child protection enquiries,

the registered person must consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled. Such complaints are referred to for the purposes of this regulation as “complaints subject to concurrent consideration”.

(2) The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the registered person that to continue would compromise or prejudice the other consideration.

(3) Where the registered person decides to discontinue the consideration of a complaint under paragraph (2) the registered person must give notice of that decision to the complainant.

(4) Where the registered person discontinues the consideration of any complaint under paragraph (2), consideration can be resumed at any time.

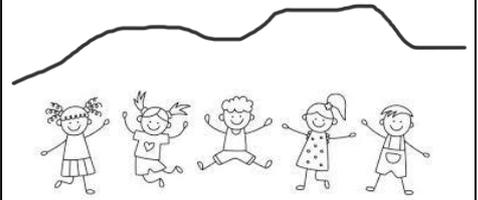
(5) Where the consideration of a complaint has been discontinued under paragraph (2) the registered person must ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded.

(6) The registered person must resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under these Regulations.



3@Cradoc

# Complaints Form



Should you wish to make a formal complaint about any aspect of our setting please carefully read our complaints procedure, copies are available on the notice board at the entrance of the setting or from the setting leader or school. You should then complete this form and submit it to the appropriate person as highlighted in the complaints procedure.

Name of complainant:	
Date and time of complaint:	
Nature of complaint:	
Desired Outcome:	
Action taken in response:	
Result of complaint investigation:	
Information given to the complainant, including date of response:	

## Contact Details:

Address:	
Telephone number (Daytime):	
Telephone number (Evening):	
Mobile Number:	
Email Address:	
Signed	

Date	
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Form received by	
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Signed	
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Date	
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First issue - 2009	Latest review date – Jan 2025	Next review date – Jan 2026	Reviewed annually
Reviewed by – Setting staff Ruth Davies Govenors	Previous reviewed – 10.11/10.13/10.15/10.16/10.17/11.18/03.19/06.21/01.22/01.23/		