



Complaints Procedure

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making concerns known

Any parent/carer who is uneasy about any aspect of the nursery's provision should talk over any worries and anxieties with the manager. Any complaints received will be dealt with within 14 days and the complainant will be notified in writing of the outcome of the investigation, if necessary and with the agreement of the complainant the period of resolution may be extended by up to a further 14 days. If the complaint is more formal it could take up to 35 days for it to be sorted. Any complaints should be brought to the attention of the nursery manager verbally, if preferred concerns or complaints can be put in writing, parents/carers may also request a meeting with the nursery manager. If it makes everyone more at ease then both parties may bring somebody with them to the meeting, records will be made of the discussion. Most problems should be resolved informally at this initial stage. If the parent/carer is not satisfied that the problem has been sorted, they should make the nursery manager aware so further action can be taken to resolve the matter. If both parties cannot reach an agreement an external mediator acceptable by both sides may be invited to listen to both sides and offer advice.

A mediator has no legal powers but can help to clarify the situation

A mediator should:

Help define the problem

Review the actions

Suggest further ways which might resolve things

Meet with the group requested

Keep an agreed written record of any meetings held and advice given

Keep all discussions confidential

If a mediator cannot resolve the situation the CSSIW will be contacted. The registered person insures that the complainant is notified of the outcome.

Complaints should be made constructively and resolved at an early stage, this is in the best interests for all involved. Complaints must be taken seriously and dealt with fairly and confidentiality.

The following information is kept on all complaints made to the manager:

Name of complainant

Nature of complaint

Date and time of complaint

Action taken in response to the complaint

Result of complaint investigation

Information given to complainant

Complaints should be directed to:

Mrs Lisa Bean (nursery manager)

Cwtsh Cynnes

15, Caerbryn Road,

Penygroes,

Llanelli

Carmarthenshire,

SA14 7 PH

CSSIW

Government Buildings,

Picton Terrace,

Carmarthen,

SA41 1BT



Complaints/Concerns Form

This is a Formal complaint ()

Matter of concern ()

Name of person/persons raising the complaint/concern:

Date: _____

Time: _____

Brief outline of the complaint/concern including date and time the matter occurred:

Initial action taken by parent/carer:

Initial action taken by club manager:

Review of action taken by manager:

Date: _____

I wish to discuss the outcome of the complaint/concern ()

I wish to be informed of the outcome of the complaint/concern ()

Parent/carer signature: _____

Manager signature: _____