

Wales: NMS
19.1 - 19.7



### Compliments, Concerns and Complaints

At Meadowbank Day Nursery 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 nursery.

At Meadowbank Day Nursery we want children and their parents to also be confident that their complaints will be listened to and acted on.

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents/carers, children and group, all complaints will be taken seriously, and dealt with fairly and **confidentially**.

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 Safeguarding Policy.

## **Making concerns known**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker or room leader.

Most problems should be resolved informally at this initial stage and a record will be kept of any discussions. The parent/carer will be informed of the outcome within 14 days. If there is no satisfactory outcome within 14 days of the informal discussion, or the problem recurs, the following procedure should be invoked:

- Put the concerns or complaint in writing to the Nursery Manager.
- Provision will acknowledge the receipt of the complaint in writing.
- Arrange a meeting with all interested parties.
- Have a representative present for both parties.
- Have a written record of the discussion made and agreed.

Meadowbank Day Nursery aims to resolve the issue or complaint as soon as is practicably possible and in any event within 14 days. The time limit may be extended by a further 14 days with agreement with the complainant.

A written resolution will be given to the complainant and a copy kept for our records.

If the parent/carer and group cannot reach agreement an external mediator, acceptable to both sides, may be invited to listen and offer advice.

Representatives from NDNA Cymru will be available to act as mediators. A mediator has no legal powers but can help clarify the situation. The mediator should:

- Help define the problem.
- Review the actions.
- Suggest further ways which might resolve it.
- Meet with the group if requested.
- Keep an agreed written record of any meetings held and advice given.
- Keep all discussions confidential.

The provision will cooperate in providing any information they require, and if the complaint is upheld, take any necessary action

If at any of the above stages the provision/ Nursery Manager find there are no grounds for complaint, the nursery will respect any decision a parent/care makes regarding their child's place at the provision and there will be no repercussions on the part of either the parents or staff.

An appointed person will notify the complainant of any outcome. An accurate and detailed record will be kept of all complaints, which will include the following information.

- Name of complainant.

- Nature of complaint.
- Date and time of complaint.
- Action taken in response to complaint.
- Result of complaint investigation.
- Information given to complainant.

Parents will be able to access this record if they wish to; 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.

### **Complaints subject to concurrent consideration**

Where a complaint is subject(ed) to concurrent consideration, for example, there is a child protection issue, the Nursery Manager is taking or proposing to take disciplinary action or if there is notification that an investigation is being conducted with a view to criminal proceedings, then consideration of the complaint may be discontinued. Consideration of the complaint can be resumed at any time. Where a consideration of a complaint has been discontinued, the Nursery Supervisor/Chairperson will inform the complainant of any progress and when it has been concluded. The Nursery Manager will reconsider the complaint at the request of the complainant following the discontinuing or completion of investigations into the concurrent complaint.

If the matter 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 nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

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

#### **National Office**

Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

**Telephone:** 0300 062 8800

**Email:** [CIW@wales.gsi.gov.uk](mailto:CIW@wales.gsi.gov.uk)

Welsh Government (South East)  
Rhydyar Business Park  
Merthyr Tydfil  
CF48 1UZ

**Telephone:** 0300 062 8888  
**Fax:** 0300 062 8548  
**Email:** [CIW.southeast@wales.gsi.gov.uk](mailto:CIW.southeast@wales.gsi.gov.uk)

Parents will also be informed if the nursery 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 age 12.

<b>This policy was adopted on</b>	<b>Signed on behalf of the nursery</b>	<b>Date for review</b>
<i>05/09/16</i>	<i>C.Pudney</i>	<i>05.09/17</i>
<b><i>Review Date</i></b>	<b><i>Reviewed by</i></b>	
<i>19/09/17</i>	<i>C.Pudney</i>	
<i>9/11/18</i>	<i>C.Pudney</i>	
<i>28/10/19</i>	<i>C.Pudney</i>	