



Playgroup and Toddlers

COMPLAINTS PROCEDURE

Our complaints procedure follows guidelines set out by The Childminding & Day Care (Wales) Regulations 2010 and the National Minimum Standards for Regulated Child Care (Revised March 2012) (all accessible online however, please ask to view a copy). Holt Under Fives places safeguarding and protection of children as their highest priority during any complaint investigation.

As a member of Early Years Wales (formally Wales PPA) Holt Under Fives Playgroup & Toddlers aim to enhance the development care and education of pre-school children by encouraging parents/carers to understand our aims and provide for their needs through high quality pre-school groups. We work to a range of effective Policies and Procedures to protect those who are involved with our service offering.

Suggestions on how to improve the provision of Holt Under Five are welcomed. Questionnaires will be issued by Holt Under Fives Playgroup & Toddlers to parents/carers and partnership organisations which offer the opportunity to comment, provide input or highlight a concern. Confidentiality is adhered to at all times and GDPR followed & registration to the ICO renewed yearly.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes. Records of dates and actions taken following feedback/concerns and complaints will be maintained and time scales will be in line with relevant legislation and dealt with in a confidential and sensitive manner.

All staff, volunteers, committee members and any student placements are familiar with this Complaints Procedure and have agreed to Holt Under Fives confidentiality requirements.

Making Concerns Known

Any parent/carer who is uneasy about any aspect of our provision should talk over any worries and anxieties with the Playgroup Leader (Helen Jowett). A mutually convenient arrangement can be made outside of hours if appropriate. Parents/carers are encouraged to discuss any aspect of Playgroup & Toddlers with us, and we will always respond positively and constructively to any feedback. Conversations carried out will be handled in a sensitive and confidential manner with a view to resolving as quickly as possible. Any details of discussions will be documented and kept securely by our Playgroup Leader:

- Name of complainant
- Nature of complaint
- Date and time of complaint
- Action taken, result of complaint investigation
- Information given to the complainant – including date of response
- A copy of any notifications placed on the notice board of changes made to operations as a result.
- A summary should be prepared and stored should CIW (Care Inspectorate Wales) request to view.

Alternatively, the concern can be placed in our Suggestion Box.

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Complaints Procedure Contd\...

Holt Under Fives aims to deal with complaints quickly and effectively "in house" within 14 working days as follows:

The complaint is acknowledged within 5 working days.

The complaint is investigated by the Registered Person/Playgroup Leader/Playgroup Supervisor which will include:

- Making arrangements for a meeting with all relevant parties to discuss the concern at an appropriate time/location and all with the complainant's agreement.
- Advising the complainant about the availability of advocacy (someone of the complainants choice who can advise them and/or act on their behalf during the complaint procedure).
- A written record of the investigation, any discussions (including witness statements) and any decisions or agreements made at any meeting.
- A written report and draft response is made for the Chairperson of Holt Under Fives committee and presented within 10 working days of receipt of the initial complaint.
- Complainant is sent a letter within 14 working days of receipt of their complaint informing them that their complaint has been resolved and of any action that has been taken as a result.
- The complainant will also be informed that if they are unhappy with this process or the outcome, they can contact CIW.

With the agreement of the complainant, in certain circumstances the 14 working days can be extended for another 14 working days.

Should the above mentioned procedure not result in a satisfactory outcome for the complainant, they may wish to request a formal consideration (where the complaint is dealt with by an agency outside of Holt Under Fives):

- The complaint will be resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration.
- The outcomes of a formal consideration are confirmed in writing by the Registered Person/Playgroup Leader/Playgroup Supervisor to the complainant which outlines the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- A copy of the written response is sent by the Registered Person/Playgroup Leader/Playgroup Supervisor to the outside agency (eg. CIW) and to any local authority.
- The time limit may be extended with the complainant's agreement.
- If the complaint has not be resolved within 35 working days of the request for formal consideration, the Registered Person/Playgroup Leader/Playgroup Supervisor notifies the appropriate outside agency of the complaint and reasons for the delay in resolution.

PLEASE NOTE - If the complaint is of a Safeguarding (Child Protection/Whistle Blowing) nature then our designated Safeguarding - Child Protection Officer (Sarah Jones) or Registered Person must be spoken to without delay and the Holt Under Fives Safeguarding (Child Protection) & Whistle Blowing Policy will be implemented.

Should the complaint be about the Playgroup Leader, Playgroup Supervisor or Registered Person, then the Committee Chairperson is informed in the first instance. The complaint will be dealt with by an agency outside of Holt Under Fives and the local office of CIW is informed (contact details listed below). CIW may ask for a verbal complaint to be followed up in writing.

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NOTE - Parents/carers do have the right at any time to complain to the Local Authority or CIW. They are happy to receive information about any social care service but it is not a complaints agency and has no statutory powers to investigate individual complaints between parents/carers and their service providers. They cannot make judgments on behalf of people or decide who is right or wrong.

When CIW receives information about a service they will consider it and inform the complainant that they will take one of the following actions:

- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant).
- Consider the information within the next planned inspection of the service.
- Advise the complainant to contact an identified agency.
- Refer the complainant to the service in order for a resolution to be made under their own Complaints Procedure.
- Advise the complainant that their information has been recorded and there is no further action required from CIW (refer to www.ciw.org.uk).

Procedure should a complaint be subject to concurrent consideration (if the complaint is part of another wider investigation where another agency is also making an investigation)

The Registered Person/Playgroup Leader/Playgroup Supervisor considers in consultation with the complainant and any other relevant agency how the complaint will be handled. It may be that it is best to discontinue investigating if it appears that to continue would compromise or prejudice the handling of the wider investigation.

In this case, the Registered Person/Playgroup Leader/Playgroup Supervisor will inform the complainant of the decision to discontinue. They will be advised that the investigation can be resumed at any time.

The Registered Person/Playgroup Leader/Playgroup Supervisor ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded. They will resume consideration of the complaint when the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

Contact details for CIW:

CIW (Care Inspectorate Wales)
North Wales Region
Government Offices
Sarn Mynach
Llandudo Junction
Conwy LL31 9RZ

Telephone: 0300 7900126
Email: ciw@gov.wales
www.ciw.org.uk

Date	September 2019
Checked	Julie Suckley/Helen Jowett/Sarah Jones/Nicola Lautrete (Reg Person/P Leader/P Supervisor/Chairperson)
Review	June 2020