

COMPLAINTS POLICY/PROCEDURE-

WYNCLIFFE CHILDCARE

In the event of a concern at Wyncliffe childcare, please speak to Teresa James.

[Email-Info.wyncliffechildcare@gmail.com](mailto:Info.wyncliffechildcare@gmail.com).

A record will keep complaints to record any minor/major complaints.

Children and their parents are confident that their complaints will be listened to, taken seriously and acted on.

Teresa James is responsible for ensuring that:

- A simple, clear and accessible written complaints procedure is in operation, (on the parent's board) which complies with the Regulations.
- The complaints procedure includes information about how to contact CIW, including the name, address and telephone number of the relevant CIW office.
- All complaints are handled in a sensitive and confidential Manner.
- Complainants are informed that they have the right at any time to complain to the local authority which has arranged for the provision of child minding or day care for the particular child. Complainants must also be informed that they have the right at any time to complain to CIW.
- Complaints are considered and, where possible, investigated and resolved locally.
- The complainant is notified, in writing, of the outcome of the investigation 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.
- A poster is displayed on our parent's board with this information on.

- An accurate and detailed written record of all complaints is kept, which includes the following information-
 - Name of complainant;
 - Nature of complaint;
 - Date and time of complaint;
 - Action taken in response to complaint;
 - Result of complaint investigation; and
 - Information given to the complainant, including the date of response.

If parents feel that they need to take their complaint further, they may also put the complaint in writing to:-

CIW
Welsh Government office
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

TELEPHONE: 0300 7900 126
EMAIL: CIW@wales.gsi.gov.uk

Parents will be asked what steps they have taken to alert the provision with this problem. And what response you have received.

Standard 19- National Minimum Standards.

Signed- T JAMES
Date-OCT 2020
Review date-OCT 2021