Faenol Playgroup CIC

Complaints Policy and Children's Complaints Procedure

Policy Reference Number: 11

It is the policy of *Faenol Playgroup CIC* to share our achievements, reflect on our work and look for ways to improve our service. We welcome suggestions and constructive criticism from all who use our service and aim to resolve any complaints quickly and informally.

We do this by:

- carrying out a regular review of our service (at least annually) that includes asking parents, children and others who may use our service for their views about the way we work, and acting on suggestions where practicable
- by keeping records of dates and actions taken of all suggestions, concerns and complaints
- Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner
- Designating a complaints officer **Catherine Lloyd** to work with complainants to produce satisfactory resolution at the earliest opportunity
- Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

If you have a suggestion or a concern we hope you will:

- Speak to your child's key worker, or the person in charge (a mutually convenient arrangement can be made to discuss any issues in confidence and outside operational hours) or
- Place your comments in the suggestion box which is found in the playgroup foyer

Any action taken in response to suggestions, comments and concerns is fed back either verbally, in writing or if appropriate by the person in charge placing a notice on the notice board about any changes made to operations as a result.

If you want to make a complaint about the service you or your child receives, address your complaint to:

11.Complaints Policy and Children's Complaints Procedure

Catherine Lloyd

Faenol Playgroup CIC
Ysgol Y Faenol
John's Drive,
Bodelwyddan
Denbighshire
LL185TG

In all cases a written record of 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
- Information given to the complainant, including the date of response.

At any time, a parent can contact CIW about a registered service and at any time while a complaint is being resolved, the complainant has the right to complain to CIW or, where relevant, the local authority if they have arranged for the care of a child at this setting.

The role of CIW in complaints: CIW is happy to receive information about any social care service, but is not a complaints agency. In the event that CIW receives information about a registered service they will consider it and inform the complainant they will take one of the following actions:

- Refer the complainant back to the provider for resolution under their own complaints procedure
- Advise the complainant to contact an identified agency
- 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.

11.Complaints Policy and Children's Complaints Procedure

Regional contact details for CIW are:

CIW regional office: Care Inspectorate Wales – North Wales Region
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ
Contact Number: 03007900126
www.careinspectortate.wales

If the complaint is of a child protection nature, please speak to:

Designated Safeguarding Lead: Catherine Lloyd

Deputy Designated Safeguarding Lead: Rhian Jones

Our child protection policy is implemented without delay.

If the complaint is about the *registered person/responsible individual*

The formal procedure must be followed and the regional office of CIW is informed.

CIW may ask for a verbal complaint to be followed up in writing.

How we respond to a complaint: in *Faenol Playgroup CIC* we aim to deal with complaints quickly and effectively 'in house' within the following process.

Local resolution of a complaint (complaints are resolved within 14 days)

- The complaint is acknowledged within 5 working days.
- The complaint is investigated. The *registered person/responsible individual* or (Catherine Lloyd) who has been delegated to resolve complaints decides how best to do this in each case, but may involve:
    - Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with the complainant's agreement
    - Advising the complainant about the availability of advocacy (someone of the complainant's choice who can advise them and/or act on their behalf) to assist

during the procedure

- A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting
- A written report and draft response is made for the *nominated person* and presented within 10 working days of receipt of the initial complaint
- The complainant is sent a letter within **14** days of receipt of their complaint informing them that that their complaint has been resolved, and of any action that has been taken as a result
    - In certain circumstances, with the complainant's agreement, the 14 days can be extended for a further **14** days
    - The complainant is also advised that if they are unhappy with this process or the outcome of the complaint they can contact CIW
- *Faenol Playgroup CIC* makes a written record of outcomes of the investigation, and any action taken
- A copy of the complaint record is kept for our records and a summary is made available for CIW at their request.

If your complaint is not resolved by the process above, you can use a more formal approach (or in some cases you may want to take your complaint to an external agency – such as the police or local authority - from the start).

Formal consideration of a complaint

The formal consideration can begin if either:

- The initial discussion has not been resolved and the complainant requests a formal consideration or
- The complainant wishes to go straight to this formal stage from the start.

This decision rests with the person making the complaint.

- These types of complaints are 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/responsible individual* to the complainant and summarise the

nature and substance of the complaint, the conclusions and the action to be taken as a result

- A copy of a written response is sent by (*the registered person/responsible individual*) to the appropriate office of the body conducting the formal investigation and if applicable, to any local authority which has arranged for care for a child within *Faenol Playgroup CIC*
- The time limit may be extended with the complainant's agreement
- If the complaint has not been resolved within 35 working days of the request for formal consideration, the *registered person/responsible individual* notifies the appropriate office of the complaint and reasons for the delay in resolution.

Where complaints are subject to concurrent consideration: *a complaint may be part of another wider investigation where another agency is also making an investigation. In these circumstances, or where a complaint relates to any of the following matters:*

- *About which the complainant has stated in writing that they intend to take legal proceedings or*
- *The registered person/responsible individual is taking, or proposing to take, disciplinary proceedings or*
- *About which the registered person/responsible individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.*

The registered person/responsible individual considers, in consultation with the complainant and any other relevant agency, how the complaint will be handled. In this case the registered person/responsible individual may decide to discontinue investigating the complaint subject to concurrent consideration if it appears that to continue would compromise or prejudice the handling of the wider investigation. In this case, the registered person/responsible individual:

- *Asks CIW for advice*
- *Informs the complainant of the decision to discontinue*
- Can resume the investigation at any time
- Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded

- Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

At all times during any complaint investigation *Faenol Playgroup CIC* places safeguarding and protection of children as their highest priority.

Children's Complaints Procedure:

It's important to *Faenol Playgroup CIC* that you enjoy being here, and you feel safe and have fun. We like to know what you think about your time here and if there's anything we need to do.

If there's something you need to tell us, these are some ways you can use:

- **Tell** *Mrs. Lloyd* or *Mrs. Mackenzie*. We will listen and tell you what we will do about your concern
- **Write** a note or **draw** a picture and put it in the comments box. You don't have to put your name, but it helps us if you do. The box is emptied every day so we can deal with your concern quickly.

We will talk to you about your concern as soon as we can, and in private if you want. There are some things that we may not be able to change, and there may be some things we need to talk to another adult or your parent about. **We will always tell you what to expect.**

If you're still unhappy then you can get in touch with the people who check *Faenol Playgroup CIC*. They are **CIW:**

CIW regional office: Care Inspectorate Wales – North Wales Region
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ
Contact Number: 03007900126
www.careinspectorate.wales

Someone from CIW will listen to you and tell you how they can help.

Another person who may help is the **Children's Commissioner for Wales** at**:**

11.Complaints Policy and Children's Complaints Procedure

Write: Children's Commissioner for Wales,

Freepost RRGL XLYC BHGC,

Swansea SA7 9FS

Tel: 01792 765600; **email:** advice@childcomwales.org.uk

This **Complaints and Children's Complaints Procedure** was passed for use in *Faenol Playgroup CIC*

On: 6/11/19

By: Signature: Position:

Date of planned review: October 2020