



# POLICIES & PROCEDURES



**YB004**

## **Concerns, complaints and compliments Policy**

This policy was adopted on	Signed on behalf of the setting	Date for review
September 2024	<i>Sarah Jones</i>	August 2025



## **YB004 – Concerns, complaints and compliments Policy**

At **Y Bont** we strive to provide the highest quality of care and education for our children and families, and believe that all parents and carers should be treated with care, courtesy and respect.

The information provided to prospective parents about the setting includes a copy of the Concerns, complaints and compliments policy.

We always hope that parents are happy and satisfied with the quality and service provided, and we encourage parents to voice their appreciation to the staff concerned and/or management. 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 setting.

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 children and child protection policy.

All staff members have a responsibility to read all policies and are requested to sign that they understand and agree to work to the policies and procedures of the setting, including the Concerns, complaints and compliments policy. The manager will inform all staff of new and updated policies which will be discussed at staff meetings.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or learning provided by the setting, they should in the first instance take it up with the child's key worker or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the



manager. If the concern is about the Registered Person and cannot be resolved, they are able to contact the Ombudsman or CIW.

## **Stage 2**

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the setting manager. The manager will then investigate the complaint in relation to the fulfilment of the NMS requirements and its associated regulations. The complainant will be 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. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

## **Stage 3**

If the matter is still not resolved, the setting will hold a formal meeting between the Registered Person, manager, parent and the senior staff member to ensure that it is dealt with comprehensively. The setting will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

## **Stage 4**

Parents are informed that they have the right at any time to complain to the local authority which has arranged for the provision of day care for the particular child, and that they have the right at any time to complain to CIW. CIW is the registering authority for settings in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the setting's registration. It risks assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

If, at any time, we are made aware that the subject of a complaint at any stage in the above process is also covered in a concurrent investigation or legal proceeding (including court proceedings,



criminal investigations or investigation by regulatory bodies), we may suspend the above complaints proceedings, if we believe it would comprise or prejudice those concurrent actions.

We will notify the parent of any suspension of the complaint and the reasons for this. We will maintain regular contact with the parent and any external bodies involved in concurrent complaints and investigations to monitor progress. Once any concurrent investigations or actions have concluded, or there is no risk of them being compromised, we will resume the consideration of the complaint and notify the parent.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including the date of response.

Parents will be able to access this record if they wish; 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. The record of complaints is made available to CIW on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

We seek feedback from children, parents, carers and family members on a quarterly basis however appreciate feedback at any point in the year. It helps us to improve our services we offer to our children and families.



### **Contacting CIW about a complaint/concern:**

If you want to make a complaint or raise a concern, further information is available on the CIW website: <https://www.careinspectorate.wales/contact-us/raise-concern>

### **To raise a concern:**

If you have a specific concern about the safety and quality of a care service in Wales, you can:

- Submit your concern via the CIW web form: <https://www.careinspectorate.wales/raise-a-concern-about-a-care-service/before-we-begin>
- Telephone CIW on : 0300 7900 126

**If you are concerned someone may be at risk of harm, abuse or neglect**, you should contact social services in your area to report a safeguarding concern. You can find the details of how to do this on the safeguarding board in the foyer of Y Bont. You can also refer to the safeguarding policy which has the relevant contact numbers on for MASH and associated safeguarding details.

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

- Care Inspectorate Wales
- *Telephone: 0300 7900 126*
- *Email: [ciw@gov.wales](mailto:ciw@gov.wales)*
- *Post: Welsh Government office, Sarn Mynach, Llandudno Junction, LL31 9RZ*

### **Contact details for the Ombudsman:**

- by: Phone: 0300 7900203
- Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)
- Website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)
- Post: Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae Pencoed CF35 5LJ



Parents will also be informed if the setting becomes aware that they are going to be inspected and after inspection the setting will provide a copy of the report to parents/carers of children attending on a regular basis.

*Children are made aware of the policy, which is displayed within the setting, and can request a copy at any time. The children are reminded of the policy and that they have a voice and if they have any concerns or issues they can approach the setting manager or any other member of staff. All children will be listened to and the internal complaints procedure will be followed.*

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