



## COMPLAINTS PROCEDURE POLICY

As a member of Wales Pre-school Providers Association, the group aims to enhance the development, care and education of pre-school children by encouraging parents to understand and provide for their needs through high quality pre-school groups.

We offer a warm welcome to all children and families, and by working in partnership with parents/carers, provide a warm, caring environment, where all children can learn and develop as they play.

Suggestions on how to improve the group are always welcome.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

### **Making Concerns Known**

Any parent/carer who has concerns about any aspect of the group's provision should talk over any worries and anxieties with the Playgroup Supervisor.

If there is no satisfactory outcome within two weeks, or the problem recurs, the parent/carer should:

- Put the concerns or complaint in writing.
- Request a meeting with the group's Supervisor and Chairperson of the Committee.
- Have a representative present for both parties
- Have a written record of the discussion made and agreed.

Most problems should be resolved informally at this initial stage. If the parent/carer is not satisfied that the problem has been sorted out, the parent/carer should contact the Chairperson of the Committee again.

If the parent/carer and group cannot reach agreement an external mediator, acceptable to both sides, may be invited to listen to both sides and offer advice. Fieldworkers, Regional Executive Officers, or Volunteers from Wales Pre-school Providers Association will be available to act as mediators.

A mediator has no legal powers but can help clarify the situation.

A mediator should:

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

In certain circumstances, it will be necessary to involve the Care and Social Services Inspectorate Wales (CIW) who has a duty to ensure that the requirements of the Children Act 1989 are met. Wales PPA works in partnership with the Local Authority and CIW to encourage high standards.

CIW would be involved if :

- A child appeared to be at risk of any kind
- There appeared to be a possible breach of registration requirements.

In these cases the parents/carers and the group will be informed and the Wales PPA Fieldworker/Regional Executive Officer will work with the Local Authority and/or CIW to ensure that the complaint is properly investigated and appropriate action taken.

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

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

The address and telephone number of the Care and Social Services Inspectorate Wales must be made available to all parents/carers who have a complaint against the group and/or staff:

CIW North Wales Region,  
Welsh Government Office,  
Sarn Mynach,  
Llandudno Junction.  
LL31 9RZ

Telephone: 0300 7900 126  
Email: [ciw@gov.wales](mailto:ciw@gov.wales)