



Complaints Procedure.

The Clwb aims to provide a high quality, efficient and accessible service to parents and children and the way that we work is reviewed regularly. However, from time to time a parent or child may feel that they have a complaint against some aspect of our childcare provision, or an individual member of staff. Usually it should be possible to resolve any problems locally as soon as they occur, however, in certain situations it may be necessary for a formal, concurrent investigation to take place with the registered person and may involve other organisations such as the Police and/or Social Services.

In the event of a parent/carer having a complaint the procedure below will be followed:

A parent/carer may make a complaint to the relevant member of staff, either by a letter, complaint form, or put forward the complaint verbally to the Room Leader. If you prefer to make your complaint verbally then the supervisor will record the details of the complaint/concern on the relevant form. Full details along with names and dates will be included, letting us know what it is you are unhappy about.

We will acknowledge your complaint as soon as possible and fully investigate the matter within 14 days. If there is any delay, we will advise you of the reasons. We will keep you up to date with what is happening and give you a full reply.

If at this point, the parent/carer is not happy with the response then this can be escalated to the Setting Person in Charge who will re-investigate the complaint or concern and provide a full written response to the parent/carer within 14 days.

All complaints and concerns are ultimately the responsibility of the Registered Responsible Individual/s who will be kept informed of any complaints or concerns raised and may conduct their own investigations if they are escalated to this level.

All registered childcare settings are regulated by the governing body of CIW (Care Inspectorate Wales) and must conform to minimum standards and requirements of their registration.

Parents/carers have the right to contact the local governing body with any concerns they may have and details of the local office are...

CIW (Care Inspectorate for Wales)

North Wales Region

Government Buildings

Sarn Mynach

Llandudno Junction

LL31 9RZ

Telephone No: 0300 790 0126

Responsible Individuals: Sharon Davies

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