

VALE PLAY

Complaints Procedure.

Vale Play offers a warm welcome to all children and families and provides a warm, caring environment, where all children can learn and develop as they play.

Suggestions on how to improve the service are welcomed. Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes. We anticipate that most concerns will be resolved quickly by an informal approach, if this not achieved the desired result, we have a set of procedures for dealing with concerns. All complains are handled in a sensitive and confidential manner. We aim, to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. All concerns and complaints and where possible are, investigated and resolved locally. Complaints can be made at any time to CIW however CIW are not a complaints agency and would not investigate the complaints. However service users can share their concerns with CIW, they may seek to make an appropriate response.

Making concerns known.

Any parent/carer who is uneasy about any aspect of the provision should talk over any worries and anxieties with Kirsty Clarke/ Kara Oakley

If there is no satisfactory outcome, then the parent/carer should; -

- Put the concerns or the complaints in writing.
- Request a meeting with Kirsty Clarke/Kara Oakley. Have a friend or partner present for both parent/carer and supervisor.
- Have a written record of the discussion made and agreed.
- You can contact Care inspectorate Wales to discuss the complaint at any time.

Most problems should be resolved informally at this stage.

If Vale Play receives a complaint we have 14 days to respond in writing. 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.

If the parents/carer is not satisfied that the problem has been sorted, the parent/carer should contact the owner again.

The responsible individual shall ensure that any complaint made under the complaints procedure is fully investigated.

The responsible individual shall ensure that a written record is made of any complaint, the action taken in response and the outcome of the investigation. All parties present at the meeting sign the minutes and receive a copy.

If the parent/carer cannot reach agreement an external mediator acceptable to both sides, may be invited to listen to both sides and offer advice. 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 that might resolve it.
- Keep an agreed written record of any meetings held and advice given.
- Keep all discussions confidential.
- Suggest further ways that might resolve it
- Keep an agreed written record of any meetings held and advice given. All parties sign and agree to the minutes and all receive a copy.

The responsible individual keeps an accurate and detailed record of all complaints, 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 complainant, including the date of response.

In certain circumstances it will be necessary to involve the local authority, (CIW) who have a duty to ensure that the requirements of the Children Act are met.

If a complaint needed to be made against Kirsty Clarke please address your concerns to Kara Oakley.

If a complaint needed to be made against Kara Oakley please address your concerns to Kirsty Clarke.

If a complaint against Kara Oakley and Kirsty Clarke needed to be made please address your concerns to CIW (details below)

Matters subject to concurrent consideration

We will not consider complaints proceedings if the complainant;

Has stated in writing to take proceedings to any court, tribunal.

If we are aware of any criminal proceedings or pending.

All complaints need to be submitted within twelve months.

A complaint maybe withdrawn at any point.

CIW can be contacted at;

Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ

Telephone: 0300 7900 126

Email: cssiw.southeast@wales.gsi.gov.uk