



Little Foresters Crèche Complaints Procedure

The crèche 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

Group name: Little Foresters Crèche

The group offers a warm welcome to all children and families and by working in partnership with parents/carers provides a warm, caring environment, where all children can learn and develop as they play.

Review of Quality of Care

(1) The registered person must make suitable arrangements to establish and maintain a system for monitoring, reviewing and improving the quality of care given to children.

(2) The system established under paragraph (1) must make provision for

(a) the quality of care to be reviewed at least annually; and

(b) the registered person to obtain the views of —

1. relevant children;
2. the parents of relevant children;

3. a local authority arranging for child minding or day care for a relevant child; and
4. persons employed to look after relevant children
5. Following a review of the quality of care, the registered person will within 28 days prepare a report of that review and make a copy of the available report in an appropriate format when requested by —
 - (a) the parents of relevant children;
 - (b) a local authority arranging for child minding or day care for a relevant child; and
 - (c) persons employed to look after relevant children; and
 - (d) the National Assembly.

Making Concerns Known

Any parent/carer who is uneasy about any aspect of the group's provision should talk over any worries and anxieties with the group supervisor/play leader.

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

- Speak to the Supervisor or Coordinator
- Put the concerns or complaint in writing
- Request a meeting with the group's supervisor/play leader and Manager
- Have a friend or partner present for both parent/carer and supervisor/play leader
- 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, the parent/carer should contact the chair person of the committee/owner again.

Handling Complaints

(1) When a complaint is made, the registered person will advise the complainant of their right to at any time complain to the National Assembly or, where relevant, to the local authority which has arranged for the provision of child minding or day care for a relevant child.

(2) The registered person must inform the complainant of the availability of any advocacy services which the registered person believes may be of assistance to the complainant. Where relevant and the complainant is a child, the registered person must advise the complainant that a local authority receiving a complaint must provide information and assistance for complainants, and must in particular offer help in obtaining an advocate.

(3) The registered person can in any case where it is appropriate to do so, and with the agreement of the complainant, make arrangements for conciliation, mediation or other assistance for the purposes of resolving the complaint.

(4) The registered person must keep a written record of any complaint, the outcome of the investigation and any action taken in response.

(5) The registered person must supply to the appropriate office of the National Assembly at its request a statement

containing a summary of the complaints made during the preceding twelve months and the action taken in response to each complaint.

Local Resolution

1) Complaints that are dealt with locally must be resolved by the registered person as soon as reasonably practicable and in any event within 14 days.

(2) Where the complaint is resolved, the registered person must confirm in writing to the complainant the agreed resolution.

(3) The registered person must, at the request of the National Assembly or any local authority which has arranged for the provision of child minding or day care for a relevant child, confirm the local resolution of a complaint.

(4) The time limit may be extended for up to a further 14 days with the agreement of the complainant.

Formal Consideration

(1) Complaints that are dealt with by way of formal consideration must be resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration.

(2) The outcome of a formal consideration must be confirmed in writing by the registered person to the complainant and must summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.

(3) The registered person must send a copy of a written response to a complaint to the appropriate office of the National Assembly and any local authority which has arranged for the provision of child minding or day care for a relevant child.

(4) The time limit may be extended with the agreement of the complainant

(5) If the complaint has not been resolved within 35 days of the request for formal consideration, the registered person must notify the appropriate office of the National Assembly of the complaint and reasons for the delay in resolution.

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