

MALDWYN NURSERY & FAMILY CENTRE

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Park lane \* Newtown \* Powys \* SY16 1DE \* Tel 01686622191

**Complaints policy and procedure**

**It is the policy of Maldwyn Nursery and Family Centre to share our achievements, reflect on our work and look for ways to improve our service.**

**We welcome suggestions and constructive criticism from all who use our service.**

**We avoid the potential for escalation of issues by responding to, recording and resolving complaints quickly, effectively; and where possible in a positive and informal manner.**

**We do this by:**

* Operating an effective quality assurance process that includes seeking the views of parents/carers and other who may use our service about the way we work
* Applying similar approach to all suggestions, concerns and complaints by keeping records of dates and actions taken as an audit trail
* Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner
* Designating Ian Hancocks as our complaints officer to work with complainants to produce satisfactory resolution at the earliest opportunity. If complaint related to Ian Hancocks then Chelsea Thorley to liaise with the committee.
* Implementing a set of effective policies and procedures to protect those who are involved with our service
* Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality is maintain at all times

**Suggestions and concerns can be dealt with by:**

Speaking to the person in charge (a mutually convenient arrangements can be made to discuss any issues in confidence and outside operational hours)

Any action taken in response to suggestions, comments and concerns feedback will be provided either verbally, in writing or if appropriate by the person in charge placing a notice on the notice board and social media about any changes made to operations as a result.

**How to make a complaint about the service you receive at Maldwyn Nursery:**

In the event of a complaint please address your complaint to the Manager Ian Hancocks.

In all cases a written record of complaints is kept which includes the following information:

* Name of complaint
* Nature of complaint
* Date and time of complaint
* Action taken in response to complaint
* Result of complaint investigation
* Information given to the complaint, including the dates of response

**At any time during the process of the complaint being resolved the complainant has the right to complain to CIW or where relevant, the local authority which has arranged for the care of a child at the provision.**

**The role of CIW in the in the complaints process:** CIW is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service provider. They cannot make judgments on behalf of people or decide who is right or wrong.

When CIW receives information about a service they will consider it and inform the complainant they will take one of the following actions:

* Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant)
* Consider the information within the next planned inspection of the service
* Advice the complainant to contact an identified agency
* Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure
* Advice the complainant that their information has been recorded and there is no further action required from CIW

See also: <https://careinspectorate.wales/>

**If the complaint is of a child protection nature: Lauren Davies and Louise Richards are the designated child protection officers** and must be spoken to without delay and Maldwyn Nursery’s child protection policy is implemented.

**If the complaint is about the registered person/responsible individual, the chair person is informed at the first instance:**

In the first instance the letter must be written for the intension of the committee. This letter is to be passed to a member of the management team at discretion. The letter will be forwarded to committee.

Stage 2 of the procedure (see formal consideration) must be followed and the local office of CIW, Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ. 0300 790 0126 – need to be informed. CIW may ask for a verbal complaint to be followed up in writing.

**How we respond to a complaint:**

In Maldwyn Nursery we aim to deal with complaints quickly and effectively ‘in house’ within the following process. This is called stage 1:

**Stage 1: Local resolution of complaints is resolved within 14 days (Potentially extended to 28 days if required)**

* The complaint is acknowledged within 3 working days

The complaint is investigated. Then the complaints officer decides how best to do this in each case but may involve:

* Making arrangements for a meeting with all relevant parties to discuss the issues when it is appropriate and with the complainant’s agreement
* Advising the complainant about the availability of advocacy to assist during the procedure
* A written record is made of the investigation, any discussions and any decisions or agreements made at any meetings
* A written report and draft response is made for the chair of the management committee and presented within 7 working days of receipt of the initial complaint
* Complainant is sent a letter within 14 days of the receipt of their complaint informing them that their complaint has been resolved and of any action that has been taken as a result

In certain circumstances, with the complaints agreement, the 14 days can be extended

Complainant is also advised that if they are unhappy with this process or the outcome of the complaint they can contact CIW

* Maldwyn Nursery makes a written record of outcomes of the investigation and any action taken
* A copy of the complaint record is kept for Maldwyn Nursery’s record and a summary is made available for CIW at their request

If your complaint is not resolved by the stage 1 process above, you may resort to stage 2. Some cases you may want to go to stage 2.

**Stage 2: formal consideration of a complaint (stage 2) – when the complaint is dealt with by an agency outside Maldwyn Nursery**

The formal consideration can begin if either:

* The initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration or;
* The complainant wishes to go straight to stage 2 from the start

**The decision rests with the person making the complaint.**

* These types of complaints are resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration
* The outcomes of a formal consideration are confirmed in writing by the RI to the complainant and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result
* A copy of a written response is sent by the RI to the appropriate office and to any local authority which has arranged for care for a child within Maldwyn Nursery
* The time limit may be extended with the complainants agreement
* If the complaint has not been resolved with 35 working days of the request for formal consideration. The RI notifies the appropriate office of the complaint and reasons for the delay in resolution.

**Where complaints are subject to concurrent consideration:** a complaint may be part of another wider investigation where another agency is also making an investigation, such as child protection or staff disciplinaryprocess. In these circumstances or where a complaint relates to any of the following matters:

* About which the complainant has started in writing that they intend to take legal proceedings or;
* The RI is taking or proposing to take disciplinary proceedings;
* About which the RI has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings

The RI considers, in consultation with the complainant and any other relevant agency, how the complaint will be handled. In this case the RI may decide to discontinue investigating the complaint subject to concurrent consideration if:

* It appears that to continue would compromise or prejudice the handling of the wider investigation

In which cases the RI would:

* Inform the complainant of the decision to discontinue
* Can resume the investigation at any time
* Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded
* Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered

**At all times during any complaint investigation, Maldwyn Nursery places safeguarding and protection of the children as their highest priority.**

* If a complaint has be made the complainant must maintain confidentiality and not discuss the matter with any 3rd party, including any staff members and members of the public.

CIW Contact information  
Welsh Government Office  
Rhydycar Business Park,  
Merthyr Tydfil  
CF48 1UZ  
03007900126

This complaints policy and procedure was passed for use in Maldwyn Nursery.

On: May 2024