



Complaints Procedure

The nursery 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.

The nursery supports the principle of seeking the views of parents/carers and designated professionals regarding the service it provides. Parents/carers are informed of the policy and procedures of the complaints during their initial visit to the nursery. Training is provided for all staff regarding implementing the complaints policy and procedure.

This policy and procedure are available to parents/carers and any other interested partners involved in the placement of children in the nursery.

Making concerns known

Any parent/carer who has concerns about any aspect of the nursery should discuss them with the nursery manager or owner. Most problems should be resolved informally at this initial stage and a record will be kept of any discussions.

The parent/carer will be informed of the outcome within 14 days. If there is no satisfactory outcome within 14 days of the informal discussion, or the problem recurs, the following procedure should be invoked:

- Put the concerns or complaint in writing to the manager or owner
- The nursery will acknowledge the receipt of the complaint in writing
- Arrange a meeting with all interested parties
- Have a representative present for both parties
- Have a written record of the discussion made and agreed.

Handling complaints

The nursery will always ensure that the welfare of the child is safeguarded and promoted and the feelings and wishes of the child will be taken into account. With the agreement of the complainant the nursery will plan for conciliation, mediation or other assistance for the purpose of resolving the complaint. A record of the complaint, the outcome of the investigation and any action taken will all be



documented.

The registered person, Andrea Morgan, will supply the appropriate office of the National Assembly with a statement containing a summary of the complaints made during the preceding twelve months and action taken in response to each complaint.

Local resolution

Once Upon A Time Nursery will aim to resolve the issue or complaint as soon as practicably possible and in any event within 14 days. The time limit may be extended by a further 14 days with agreement with the complainant. A written resolution will be given to the complainant and a copy kept for our records.

Formal consideration

Complaints that are dealt with by way of formal consideration will be resolved as soon as reasonably practical and in any event within 35 working days of formal consideration. The outcome of the formal consideration will be confirmed in writing by the registered person Andrea Morgan, to the complainant and will summarise the nature of the complaint, the conclusions and the action to be taken as a result. The registered person will send a copy of the written response to the complaint to the National Assembly and the CIW.

The time limit may be extended with the agreement of the complainant. If the complaint has not been resolved within 35 days of the request for formal consideration, the registered person will notify the appropriate office of the National Assembly of the complaint and the reason for the delay in resolution.

Complaints subject to concurrent consideration

Where a complaint is subject to concurrent consideration, for example, there is a child protection issue, the registered person is taking or proposing to take disciplinary action or if there is notification that an investigation is being conducted with a view to criminal proceedings, then consideration of the complaint may be discontinued. Consideration of the complaint can be resumed at any time.

Where consideration of a complaint has been discontinued, the registered person will inform the complainant of any progress and when it has been concluded.

The registered person will reconsider the complaint at the request of the complainant following the discontinuing or completion of investigations into the concurrent complaint.

If the parent/carer and group cannot reach agreement an external mediator, acceptable to both sides, may be invited to listen and offer advice.



Fieldworkers, Regional Executive Officers or Volunteers from Early years Wales 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 with the group if requested
- Keep an agreed written record of any meetings held and advice given
- Keep all discussions confidential.

CIW are not a complaints agency and would not investigate complaints which would best be dealt with by the nursery manager/owner. Parents/carers can share concerns of a regulatory nature with the CIW and they would then seek to make an appropriate response that might include conducting a focused inspection of the nursery.

Contact details of the CIW :

South East Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 4UZ

Telephone number	03000 7900126
Email	ciw@gov.wales
Twitter	@Care_wales
Facebook	Care Inspectorate Wales

Opening hours:

Monday – Thursday	09:00-17:00
Friday	09:00-16:30
Saturday and Sunday	closed

The nursery will cooperate in providing any information they require, and if the complaint is upheld, take any necessary action.

Once Upon a Time, Nursery and Playgroup, Heol y Beddau, Beddau, Pontypridd CF382AG

T: 01443 206640

E: hello@onceuponatimenursery.wales



If during any of the above stages the manager, registered person or CIW find there is no grounds for complaint, the nursery will respect any decision a parent/carer makes regarding their child's place at the nursery and there will be no repercussions on the part of either the parents/carers or staff.

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

If there appeared to be a possible breach of registration, the nature of the complaint should be put in writing and addressed to the local CIW.

Contact numbers are:

Person in charge

Donna Rix

Once upon a time nursery, Heol-y-Beddau, Beddau, Cf38 2AG

Tel Number 01443 206640

Registered person

Andrea Morgan

Once upon a time nursery, Heol-y-Beddau, Beddau, CF38 2AG

Tel Number 01443 206640



Complaints Form

Please complete this form and in the first instance take to the nursery manager or owner.

Time and Date of complaint:

Complaint made by:

Address:

Complaint information

[illegible]

Date complaint received:

Complaint received by:

Complaint resolved Yes/No

If yes, please document how it was resolved

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Once Upon a Time

**NURSERY
AND PLAYGROUP**

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If no, whom has it be passed to

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Date: