



BRIGHT START DAY NURSERY

COMPLAINTS PROCEDURE (IN COMPLIANCE WITH THE COLLEGE'S COMPLAINTS POLICY)

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

Suggestions on how to improve the provision in the Day Nursery are welcome.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

MAKING CONCERNS KNOWN

Any parent/carer who is uneasy about any aspect of the Day Nursery's provision should talk over any worries and anxieties with the Day Nursery Officer.

If there is no satisfactory outcome within 14 Days, or the problem re-occurs, the parent/carer should:

- Put their concerns in writing this will be acknowledged by the College within 3 working Days of receipt.
- request a meeting with the Day Nursery Officer
- have a written record of the discussion taken

We will attempt to resolve any complaint at a local level within 15 days and confirm in writing to the complainant the agreed resolution.

If a parent/carer wishes to make a formal complaint in writing this would be referred Lucy Breckon – Curriculum Area Manager, Faculty of Health, Childcare and Services, in accordance with the College Complaints Policy. The Curriculum Area Manager would then investigate as the Designated Senior Lead and report formally under the College's Complaints Policy. The Curriculum Area Manager will inform CIW of any written complaints and their outcome.

If the parent/carer is not satisfied that the problem has been sorted, the parent/carer should contact the College Principal.

In certain circumstances it will be necessary to involve The Care Inspectorate Wales local registration who have a duty to ensure that the requirements of the Children's Act 1989 are met.

Early Years Childcare Partnership will work in partnership with the Local Authority and CIW to encourage high standards. CIW would be involved if:

- a child appeared to be at risk of any kind
- there appeared to be a possible breach of registration requirements

In these cases the parents/carers and the Day Nursery will be informed and the Early Years Fieldworker/Regional Executive Officer, will work with the Local Authority and CIW to ensure that the complaint is properly investigated and appropriate action taken.

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents/carers, children and the Day Nursery, complaints must be taken seriously, and dealt with fairly and **confidentially**.

An appointed person will notify the complainant of any outcome.

An accurate and detailed record will be kept of all complaints, which will include 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

We are inspected by the Care and Inspectorate Wales (CIW) and also seek their advice and guidance when necessary.

Any parent/carer who is uneasy about any aspect of the Day Nursery's provision should talk over any worries or concerns with the Day Nursery Officer or Curriculum Area Manager. If the parent/carer is not happy with the outcome they can contact the Care Inspectorate Wales (CIW) at:

Care Inspectorate Wales
Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

ciw@gov.wales

Tel: 0300 7900126