

Complaints Procedure

Fun Foundations Day Nursery believes that all our children and their parents should always be afforded courtesy and prompt attention to their needs and wishes. Our intention is to ensure that parents/carers have access to a member of staff with whom they can discuss their concern.

We endeavour to do our best to ensure that we provide a high standard of care and a good service to our parents. To ensure this we have adopted the following procedure for handling complaints.

The Manager has the ultimate responsibility to bring any concern to a prompt conclusion making full investigations and keeping parents / carers advised of progress and notifying them of the outcome in writing within 28 days.

Should a parent / carer have a concern over a child's welfare or any aspect of care at Fun Foundations Day Nursery the following procedure will apply.

Step 1

The complaint should be raised verbally with the Supervisory Nursery Nurse in charge of your child's room (and recorded in the complaints/ concerns log) who is obliged to act appropriately to resolve the situation.

If the situation is not dealt with to your satisfaction:

Step 2

The complaint should be raised with the Nursery Manager, who will investigate the complaint and arrange a time convenient with you to discuss the matter.

In the unlikely event the situation is not dealt with to your satisfaction:

The complaint may be referred to the Care Standards Inspectorate Wales, Tel.: 0300 7900 126 Fax: 0872 437 7302 who will look to see whether the nursery are providing a safe service or if they are failing to meet the requirements and conditions of their registration. If they think the nursery is not doing these things, they will carry out an immediate inspection or ensure this aspect is checked at the next scheduled inspection. They have their own policies on dealing with complaints, which they will make available to you on request. The Care Standards Inspectorate Wales are the regulating body for good standards in child care and can be accessed by parents directly.

It is our hope that parents never need to use this procedure; the Manager's door is always open to parents.

Our nursery has a Complaint / Concern Log that is available from the Nursery Manager on request. This logs any concerns raised, the National Standard, how they investigated, by whom, the findings and action plan.



The nursery also keeps a record of compliments and acknowledgements.

If you should require to write to the CSSIW:

AGGCC/CSSIW

Canolbarth a De Cymru/Mid & South Wales

Rhud y Car

Merthyr Tudfel/Merthyr Tydfil CF48 1UZ

E-mail: cssiw.southeast@wales.gsi.gov.uk Website: www.cssiw.org.uk

Date of Review	Changes Made	Signatures	Date of Next Review
15/01/15	None	A. Ferguson	January 2016
18/04/2016	None	A. Ferguson	April 2017
05/04/2017	Updated contact details	A. Ferguson	April 2018