

Complaints Procedure

Chuckles Nursery aims to provide high quality, efficient and accessible services to parents and children with the principle that the welfare of the child is safeguarded and promoted and account will be taken of the ascertainable wishes and feelings of the child.

The way that we work is reviewed regularly, however from time to time a parent/carer or child may feel that they have a complaint against some aspect of our services or an individual member of the team. On most occasions it should be possible to resolve any problems as soon as they occur, if not then the complaints procedure as stated below should be followed.

Stage One- Informal/Local Resolution

FIRST: - Submit your complaint in writing to the Nursery Manager or if you should have a complaint regarding the Manager please contact the Finance Manager/Director.

Please describe what you are unhappy about and include names and dates. There is an attached complaints log sheet which should help you.

SECOUND: - We will acknowledge your complaint as soon as possible and fully investigate the matter within fourteen working days. If there is any delay we will contact you and advise you of the reasons. We will keep you informed of progress and will provide a full reply to the complaint.

The response that you receive may be copied to any staff member concerned with recommendations for any action to be taken. If you are dissatisfied with the outcome you can ask the Manager to refer the matter to the next stage.

Stage Two- Formal Consideration

The Manager will refer the complaint and their response to the Director. If it is appropriate the Director will look at bringing in someone who is independent to assist them with their complaints procedure. At least two people will investigate.

We are members of EYW (Early years Wales) and NDNA (National Day Nursery Association) and we would seek their impartial involvement if needed.

If a complaint refers to any member(s) of the team they will be interviewed as part of the process .

The Director will produce within 35 working days a reply outlining how the complaint was investigated and detailing the conclusion and actions to be taken.

At any stage Parent/Carers are able to raise concerns with CIW, South East Regions, Government Buildings, Rhydycar, Merthyr Tydfil, CF48 1UZ tel : 0300 7900126

Complaint Log Sheet

Chuckles Nursery aims to provide a high quality, efficient and accessible service to parents and children. The way that we work is reviewed regularly, however from time to time a parent/carer or child may feel they have a complaint against some aspect of our service or an individual member of the team.

To ensure all children and parents/carers are confident that their complaint will be listened to, taken seriously and acted on we have produced a clear and accessible complaints procedure to follow. Chuckles Nursery Manager will keep an accurate and detailed record of all complaints/concerns and consider and/or investigate all complaints and will notify the complainant of the outcome.

Please ensure the following information is included in your written complaint:

1. Name of complainant
2. Date and time of complainant
3. Nature of complaint
4. What outcome you would like

In response to the above we will complete the following:

- Action taken in response to complaint
- Result of complaint investigation
- Information given to the complainant, including the date of response

Making Complaints a Positive Experience , Help and Advice to Managers and Team Members

1. Stay calm and don't be afraid to apologise if appropriate. Many complainants expect confrontation so let your passive demeanour diffuse any tension.
2. Listen actively and show empathy. Hear the story before asking if its ok to take notes. Taking notes=taking it seriously.
3. Empathise don't sympathise. Showing real understanding is better than a quick "sorry about that".
4. Be careful about making promises. If necessary 'under promise' and 'over deliver'.
5. Ask the complainant what outcome they would like.
6. Blaming others is easy but should NEVER be done. You need to retain your integrity and be trusted.
7. Tell the complainant that you will investigate their problems and that you will get back to them.
8. Learn from mistakes and don't be afraid to let people know this.
9. Complaints can sometimes be seen as the organisations development potential and valued lessons learned from them.
10. Keep the directors informed at all stages and ask for help and advice if needed.

Chuckles Nursery will ensure that the following information is given to the complainant as soon as possible as stated in our comprehensive complaints procedure.

Action taken in response to concern/complaint, result of complaint/concern investigation.

Complaint subject to Concurrent Consideration

Complaint subject to concurrent consideration relates to any matter which

- the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
- which Chuckles Nursery is taking or is proposing to take disciplinary proceedings.
- Where a child protection investigation is under consideration
- Where any other body is taking legal proceedings

Chuckles Nursery will consider, in consultation with the complainant and any other person or body which we consider appropriate to consult, how the complaint should be handled.

Under any of the circumstances above, a complaint investigation may be discontinued if at any time it appears to Chuckles Nursery that to continue would compromise or prejudice the other consideration.

If Chuckles Nursery decide to discontinue the consideration of a complaint because it may compromise or prejudice the other consideration we will give notice of that decision to the complainant, our consideration can be resumed at any time.

Where the consideration of a complaint has been discontinued Chuckles Nursery will ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded.

Chuckles Nursery will resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under The Care Standards Act 2000 and the Children Act 1989 (Regulatory Reform and Complaints) (Wales) Regulations 2006.