



SIMPLY PENDOYLAN

COMPLAINTS POLICY AND PROCEDURE (INCLUDING THE RIGHT FOR A CHILD TO MAKE A COMPLAINT)

1. Statement of Intent

We are committed to providing high-quality care and an environment where children and families feel respected, listened to and valued. We welcome feedback, suggestions and complaints as an opportunity to improve our service.

All complaints will be taken seriously and handled in line with requirements set out by Care Inspectorate Wales (CIW).

At all times, the welfare, safeguarding, and rights of children are our highest priority, in line with the principles of the United Nations Convention on the Rights of the Child.

2. Scope of the Policy

This policy applies to:

- Parents/carers
- Children attending the setting
- Representatives acting on behalf of a child
- Local authorities placing children

Children have the **right to make a complaint** and will be supported to do so in a way appropriate to their age and understanding.

3. Principles

We will ensure that:

- Complaints are dealt with **promptly, fairly and consistently**
- Complaints are **handled confidentially**
- No child or adult is treated less favourably for making a complaint
- A clear record is kept of all complaints and outcomes
- Lessons are learned and improvements made

4. Making a Complaint

Concerns should initially be raised informally with the Playleader or Registered Person.

You may:

- Speak directly to staff
- Request a meeting
- Put your concern in writing
- Be supported by a representative or advocate

Most concerns can be resolved at this stage.

5. Formal Complaints Procedure

Stage 1 – Local Resolution (Informal)

- Complaints are acknowledged within **5 working days**
- We will aim to resolve within **14 days**
- A written response will outline:
 - Findings
 - Actions taken
 - Outcome

Timescales may be extended (up to a further 14 days) with agreement.

Stage 2 – Formal Investigation

If you are not satisfied, you may request a formal investigation.

- Complaint must be submitted in writing
- A full investigation will be conducted
- A written response will be provided within **35 working days**

This will include:

- Summary of complaint
- Investigation findings
- Outcome and actions
- Information on escalation

Stage 3 – External Review

If you remain dissatisfied, you can contact:

Care Inspectorate Wales (CIW)

- Telephone: 0300 7900 126
- Email: ciw@gov.wales
- Website: www.careinspectorate.wales

You may contact CIW at any stage of the process.

6. Complaints About the Registered Person

If your complaint concerns the Registered Person, you should:

- Proceed directly to **Stage 2 (Formal Investigation)**
- Notify Care Inspectorate Wales

7. Safeguarding Concerns

If a complaint relates to **child protection**, it must be reported immediately to:

- The Registered Person
- Relevant safeguarding agencies

This will be handled in line with our Safeguarding Policy.

8. Record Keeping

In line with CIW requirements, we will maintain a complaints log including:

- Name of complainant
- Nature of complaint
- Date received

- Action taken
- Outcome
- Date of resolution

Records will be:

- Kept securely
- Available for inspection by Care Inspectorate Wales
- Retained in accordance with data protection requirements

9. Complaints Involving Other Processes

Where a complaint relates to:

- Safeguarding investigations
- Disciplinary procedures
- Legal proceedings

We may:

- Pause the complaints process
- Resume once the external process is complete

The complainant will be kept informed throughout.

10. Supporting Children to Complain

Children will be:

- Listened to seriously
- Supported to express their views
- Offered help from a trusted adult or advocate

A child may complain if they feel:

- They are not being listened to
- They are treated unfairly
- Their rights are not respected

11. Children's Complaint Process

Stage 1 – Speak to Someone

- Talk to a trusted adult (staff, parent, or advocate)
- We will try to resolve quickly (within 10 working days)

Stage 2 – Formal Complaint

- A written or supported complaint is made
- Investigated by an independent person where appropriate

Children can also access support from:

- Children's Commissioner for Wales
- NSPCC
- Childline
- Meic

12. Time Limits

- Complaints should normally be made within **12 months**
- This may be extended where there is a valid reason

13. Learning from Complaints

We will:

- Review complaints regularly
- Identify patterns or recurring issues
- Improve policies, procedures, and staff training

14. Availability of the Policy

This policy will be:

- Shared with parents/carers
- Available upon request
- Accessible to children in an age-appropriate format

15. Monitoring and Review

This policy will be reviewed:

- Annually
- Following any significant complaint
- In line with regulatory changes