



COMPLAINTS

PROCEDURE

NMS Regulation Standard 9

This policy was adopted by: Ysgol Carreghofa Owlets	Date: 9/5/17
Reviewed by: Elizabeth Williams 1/9/2025	Signed:

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1. **Ysgol Carreghofa Owlets Pre-School** aims to provide a high quality, efficient and accessible service to parents and children.
2. The way we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. However, from time to time a parent or child may feel that they have a complaint against some aspect of our pre-school, or an individual member of staff. It should be possible to resolve any problems as soon as they occur by speaking to the Leader/Registered Person/Responsible Individual. If not, then you should follow the formal complaints procedure set out below.

INFORMAL STAGE

Initially speak to the pre-school leader, if you prefer to do this outside of normal pre-school hours and in confidence, please arrange a convenient time. The Leader will make every attempt to resolve the matter and will communicate the outcome to the complainant within 14 days of the complaint being made. In agreement with the complainant, this could be extended to 28 days.

Should you not be satisfied with the outcome then you should move on to the formal complaints procedure.

FORMAL - STAGE ONE

1. Put your complaint in writing to the Leader. The setting should keep a copy of the complaint along with any other communications on this matter for your own records.

The Leader will sign and date the complaint form when received and will file it in the Pre-school's 'complaints' log book. All communications and actions taken regarding this complaint will be recorded by the Leader in the log book.

2. The Leader will acknowledge your complaint in writing as soon as possible and will forward a copy to the Pre-school's Responsible Individual. The Leader will investigate the matter in full consultation with the Pre-school's Governing body. Confidentiality will be maintained throughout.
3. Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation, the Leader will advise you of the reasons. You will be kept up to date with what is happening and you will receive a full reply in writing within fourteen days, in agreement with the complainant, this can be extended to 28 days.
4. The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken. A full account of the complaint, the actions taken and the final outcome will

be communicated to the Pre-school's Responsible Individual. If you are not satisfied with the outcome, you can ask the Leader to refer the matter to the next stage.

FORMAL - STAGE TWO

1. The Leader will refer the complaint and all the relevant documentation to the Responsible Individual to act on behalf of the governing body. They will investigate the complaint and how it has been handled by the Pre-school Leader independently. This may involve convening a special committee meeting.
2. The 'Responsible Individual' will send a response to the complainant within four weeks outlining how the complaint was investigated and detailing the final outcome.
3. The decision of the governing body is final.

FORMAL – STAGE THREE

1. Should you still be unhappy with this response and feel that the matter has not been resolved to your satisfaction, the Pre-school's operation becomes detrimental to the quality of care provided to children and families then you should contact CIW (Care Inspectorate Wales). CIW are the body with which this Pre-school is registered with. Their contact details are as follows.

HOWEVER, IT IS WITHIN YOUR RIGHTS TO CONTACT CIW AT ANY STAGE OF YOUR COMPLAINT SHOULD YOU WISH TO DO SO.

CIW ADDRESS.
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

TEL: 03007900126

Public email addresses: **ciw@gov.wales**