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| **POLICY** | **COMPLAINTS PROCEDURE** |
| **SETTING** | **OVERTON PLAYCENTRE** |
| **AIMS** | At Overton Playcentre we believe that all children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns raised about the running and practices of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have clear procedures for dealing with any concerns.  The aim of this policy is to ensure that all complaints about our service are handled effectively, courteously and in a timely manner. We also aim to ensure that solutions are implemented which satisfy both the parent/carer and setting. |
| **Objectives, Statements and Procedures** | ***RESPONSIBILITY***  It is the responsibility of the manager to ensure that all complaints are dealt with. However the management committee will be called upon for support. The management will investigate the complaint and deal with it both effectively and efficiently.  Any complaint should be handled effectively and swiftly and seen as an opportunity to evaluate the practice of the setting and improve quality.  ***PROCEDURE FOR HANDLING A COMPLAINT***   * **Stage 1**   Any parent wishing to make a complaint or raise a concern should speak with a member of staff or manager. A verbal acknowledgement will be made as soon as possible. Written acknowledgement will be made within 14 days.   * **Stage 2**   If this does not have a satisfactory outcome or the concern recurs, the parent/carer can put their concern/complaint in writing addressed to the setting manager and or the chair of the management committee. This should in an envelope marked as confidential and handed in to the office. Again, verbal acknowledgement as soon as possible and written within 14 days.  Most complaints should be able to be resolved at stage 1 or stage 2. The acknowledgment letter will make clear any action plan or resolution and will in most cases be the conclusion to the concern/complaint.   * **Stage 3**   The parent can request a meeting with the manager and or chair of the management committee. An agreed written record of the discussion will be made. All parties present should sign the record and receive a copy. If all are in agreement and the issue has been resolved, this signed record signifies that the procedure has been concluded.   * **Stage 4**   If at the stage 3 meeting the parent and the setting cannot reach an agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action taken so far and suggest further ways in which it might be resolved.  Staff and other management committee members within the setting and Childcare Services are appropriate persons to be invited to act as mediators. The mediator will keep all discussions confidential. He/she can hold separate meetings with the management and parents, if this is decided to be helpful. The mediator will keep an agreed written record of any meetings that are held and of any advice they give.   * **Stage 5**   When the mediator has concluded their investigations, a final meeting will be held between the parent, manager and chair of management committee. The purpose of this meeting will be to reach a decision on the action to be taken to deal with the concerns. The mediator’s advice is used to reach this conclusion. The mediator can be invited to join this meeting if all parties think it will help a decision to be reached.  A record of this meeting will be recorded, including the action to be taken. Everyone present should sign the record and receive a copy. This signed agreement will signify that the procedure has concluded.  Completed complaint forms will be kept in the office at the Playcentre.  If the parent/carer feels they are unable to address the complaint to either the management or the chairperson, they can make a complaint to CSSIW or Estyn. Similarly, if the complaint is not dealt with to your satisfaction please write to  CSSIW:  **CSSIW (Care and Social Services Inspectorate Wales)**  Welsh Government Office  Rhydycar Business Park  Merthyr Tydfil  CF48 1UZ  Or email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)  Tel: 0300 790126  Estyn  Anchor Court  Keen Road  Cardiff  CF24 5JW  Or email: [enquires@estyn.gov.uk](mailto:enquires@estyn.gov.uk)  Tel: 029 2044 6446  All complaints are discussed with the relevant staff and corrective action will be agreed. This will be recorded on the complaint form and discussed with the parent/carer. |

Overton Playcentre

Complaint Form

Please complete and return to the Manager who will acknowledge and explain what action will be taken.

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| Your Name:  Child’s Name:  Your relationship to child:  Address:  Contact telephone number:  Details of your complaint:  What action, if any, have you already taken to try and resolve your complaint?  (Who did you speak to and what was the response?)  What action do you feel might resolve the problem at this stage?  Are you attaching any paperwork? If so please give details.  Signature:  Date: |

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| Official Use:  Date acknowledgement sent:  By whom:  Complaint referred to:  Date: |