

COMPLAINTS PROCEDURE

As a member of Wales Pre-school Playgroups Association the group aims to enhance the development, care and education of pre-school children by encouraging parents to understand and provide for their needs through high quality pre-school groups.

Group name **Bluebelle Nursery**

The group offers a warm welcome to all children and families and by working in partnership with parents/carers provides a warm, caring environment, where all children can learn and develop as they play.

Suggestions on how to improve the provision in the group are welcomed.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making Concerns Known

Any parent/carer who is uneasy about any aspect of the group's provision should talk over any worries and anxieties with the group supervisor.

If there is no satisfactory outcome, or the problem recurs, the parent/carer should:

- put the concerns or complaint in writing
- request a meeting with the group's supervisor and chairperson of the committee
- have a friend or partner present for both parent/carer and supervisor
- have written record of the discussion made and agreed

Most problems should be resolved informally at this initial stage.

If the parent/carer is not satisfied that the problem has been sorted, the parent/carer should contact the chairperson again.

If the parent/carer and group cannot reach an agreement an external mediator, acceptable to both sides, may be invited to listen to both sides and offer advice.

Fieldworkers, Regional Executive Officers, or Volunteers from Wales PPA will be available to act as mediators.

A mediator has no legal powers but can help clarify the situation

A mediator should:

- Help define the problem
- review the actions

- suggest further ways which might resolve it
- meet with the group if requested
- keep an agreed written record of any meetings held and advice given
- keep all discussions confidential

In certain circumstances it will be necessary to involve the Care and Social Services Inspectorate Wales who have a duty to ensure that the requirements of the Children's Act 1989 and the Child Minding and Day Care (Wales) Regulations 2002 are met.

Wales PPA works in partnership with the Care and Social Services Inspectorate Wales to encourage high standards. The Care and Social Services Inspectorate Wales would be involved if there appeared to be a possible breach of registration requirements.

In these cases the parents/carers and the group will be informed and will work with the Care and Social Services Inspectorate Wales to ensure that the complaint is properly investigated and appropriate action taken.

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents/carers, children and group, complaints must be taken seriously, and dealt with fairly and confidentially.

All complaints will be dealt with in line with the Child Minding and Day Care (Wales) Regulations 2002. Informal complaints will be resolved within 14 days (this can be extended to 28 days with the agreement of the complainant) and the agreed resolution confirmed in writing to the complainant. Formal complaints will be resolved as soon as reasonably practicable within 35 days of the request for formal consideration.

Contact numbers:

Care and Social Services Inspectorate Wales – South East Regional Office
01495 761200

Wales PPA - Head Office 01686 624573