



**COMPLAINTS – POLICY &  
PROCEDURE FOR EMPLOYEES**

**AIM**

When a complaint is received it must be dealt with as an individual case and has to follow the guidelines set out by the Care and Social Services Inspectorate Wales.

**PROCEDURE**

If a parent/guardian/other come, in person, to give to us, in writing, a complaint, it must be dealt with, with sensitivity, efficiency and professionalism.

It is the responsibility of the member of staff taking the complaint/concern to take down in writing all the relevant information regarding the situation, ie. dates, times, persons involved, actual problem, desired outcome. It is then very important to reassure the complainant that their complaint is being taken seriously and will now commence through the following stages.

1. In-House Procedure
  - a) The complaint must be passed on to the relevant people, ie. Nicola James, Team Leaders, Senior Nursery Nurses.
  - b) The complaint must then be assessed with the relevant members of staff and a record is kept of all matters discussed and any explanations or solutions suggested.
  - c) The complainant will then be asked to come in and discuss the complaint/concern, and will hopefully be given explanations or solutions.
  - d) A detailed account of the complaint is to be recorded in our complaint book, a copy of which the complainant is shown.
  - e) We hope to achieve a satisfactory outcome to any complaint we receive as soon as reasonably practicable and in any event within 14 days.

However, should an acceptable explanation or solution not be achievable, it may become necessary to involve, external Authorities;

2. Formal External Authorities Procedure
  - a) We will inform the relevant Authorities of the situation which has arisen that we feel we are unable to deal with or require advice on.
3.
  - a) Should the complainant feel the matter has not been dealt with to their satisfaction, we must provide them with the following address for the CSSIW, so that they may contact them direct.

Child and Social Services Inspectorate Wales  
Mid & South Wales  
Rhud y Car  
Merthyr Tydfil  
CF48 1UZ  
Tel: 03000628888  
Fax: 03000628548

- b) We must inform the complainant that we are willing to provide support and information to Formal External Authorities, to assist with any complaint and will continue to do so, until a satisfactory outcome is achieved.

**It is extremely important to keep a concise written record of all matters regarding any complaint or concern we receive. This information could be required by any internal or external body.**