



## COMPLAINTS PROCEDURE

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

Suggestions on how to improve the provision in the Day Nursery are welcome.

### **MAKING CONCERNS KNOWN**

Any parent/carer who is uneasy about any aspect of the Day Nursery's provision should talk over any worries and anxieties with a key worker or Unit Manager.

If there is no satisfactory outcome within 14 Days, or the problem re-occurs, the parent/carer should:

- contact the manager/owner again.

In certain circumstances it will be necessary to involve The Care and Social Services Inspectorate Wales who have a duty to ensure that all requirements are met.

Wales PPA work in partnership with the Local Authority and CSSIW to encourage high standards. CSSIW would be involved if:

- a child appeared to be at risk of any kind
- there appeared to be a possible breach of registration requirements

In these cases the parents/carers and the Day Nursery will be informed and the Wales PPA Fieldworker/Regional Executive Officer, will work with the Local Authority and CSSIW 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 the Day Nursery, complaints must be taken seriously, and dealt with fairly and **confidentially**.

The Manager will notify the complainant of any outcome.

An accurate and detailed record will be kept by the Manager of all complaints, which will include the following information:

Name of complainant

Nature of complaint

Date and time of complaint

Action taken in response to complaint

Result of complaint investigation

Information given to complainant

We are inspected annually by the Care and Social Standards Inspectorate Wales (CSSIW) and also seek their advice and guidance when necessary.

Any parent/carer who is uneasy about any aspect of Teifi Tots provision should talk over any worries or concerns with the Nursery Manager. If the parent/carer is not happy with the outcome they can contact the Care and Social Standards Inspectorate Wales (CSSIW) at:

The Care and Social Standards Inspectorate Wales  
South West Region  
Government Buildings  
Picton Terrace  
Carmarthen  
SA31 3BT  
Tel: 0300 7900 126