Little Disciples Childcare

Complaints Policy & Procedure

"Caring for children, supporting parents, and sparking imaginations – where quality, affordability, and excitement meet!"

Document Title:	Complaints Policy & Procedure
Owner:	Little Disciples Childcare
Approval Date:	June 2026
Next Review Date:	June 2027
Distribution List:	Committee, Management Team, Staff & Parents
Responsible Individual Signature:	
Committee & Trustee Approval:	

Version	Date	Changes Made	Author	Approved By	Next Review Date
1.0	September 2023	Initial Release for Provider changes	S. Gocher	A. Stephens	Annually – September 2024
2.0	June 2024	Policy Review	S. Gocher	A. Stephens	Annually – June 2024
2.1	January 2025	Minor amendments – Pg numbers and Document Control	S. Gocher	A. Stephens	Annually – May 2025
2.2	June 2025	No changes	S. Gocher	A. Stephens	Annually – May 2026
2.3	June 2026	Policy Review – No changes	S. Gocher	Committee & Trustees	Annually – May 2027

Policy Statement

At Little Disciples Childcare, we are committed to providing a seamless and cohesive approach to childcare across all our services. This policy and procedure apply equally to both our Nursery Plus provision and our Breakfast, Afterschool, and Holiday Club services. This integrated framework ensures consistent standards of care, safety, and quality across all aspects of our provision, fostering a supportive and nurturing environment for every child in our care.

Complaints Policy & Procedure

Little Disciples Childcare celebrates achievements and success and looks for ways to improve the service for families. Our setting welcomes suggestions and constructive criticism from Parents/Carers and children to help us maintain a high-quality provision.

Share your concerns and suggestions by:

- Speaking to the Manager – If you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time. You can also email the manager at office@littlediscipleschildcare.org
- Scanning the question of the month QR code to feedback about your children's care (this is on the parent/carer notice in the club porch).
- Completing the annual self-evaluation questionnaire.
- Sending an email or letter to the management committee.

Little Disciples Childcare feeds back any action taken in response to suggestions, comments, and concerns either verbally in writing at staff meetings, management meetings, committee meetings or via email or staff memos.

From time to time, a Parent/Carer, child (or local authority arranging care for a child in the Club), may find it necessary to make a complaint. Our policy is to respond to and resolve complaints quickly, effectively, and where possible in a positive and informal manner. At all times the welfare of the child is safeguarded and promoted, and their ascertainable wishes and feelings are considered. All staff at Little Disciples Childcare are familiar with the complaints policy and procedure and confidentiality is always maintained.

In the event of a complaint:

If your complaint is about the Responsible Individual & Manager, you must follow the **STAGE 2 PROCEDURE** (the formal consideration) and inform the Care Inspectorate Wales, who may ask you to follow up a verbal complaint in writing. If you think your complaint is of a child protection nature, then please refer to the club's Child Protection Policy. In all other cases please address your complaint to the management committee to resolve your complaint. At any time during the process of your complaint being resolved, you have the right to complain to the Care Inspectorate Wales or, where relevant, the local authority which has arranged for the care of a child at the setting.

STAGE 1: Local resolution of a complaint (complaints resolved within 14 days)

- Your complaint is acknowledged within 10 days
- The complaint is investigated. The Manager & the Responsible Individual will resolve complaints and decide how best to do this in each case, but may involve:
    - Planning for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with your agreement.
    - Advising you about the availability of advocacy (Someone of your choice who can advise you and/or act on your behalf during the complaint procedure) to assist you during the procedure.
    - A written record is made of the investigation, any discussion (including any witness statements), and any decisions or agreements made at any meeting.
    - A written report and draft response is made for the Responsible Individual and presented within 10 working days of receipt of the initial complaint.
- You are sent a letter within 14 days of receipt of your complaint telling you that your complaint has been resolved, and of any action that had been taken as a result.
    - In certain circumstances, with your agreement, the 14 days can be extended for a further 14 days.
    - You are also advised that if you are unhappy with this process or the outcome of the complaint you can contact the Care Inspectorate Wales.
- The setting makes a written record of the outcomes of the investigation, and any action taken.
- A copy of the complaint record is kept for the records and a summary is made available to the Care Inspectorate Wales at their request.

STAGE 2: Formal consideration of a complaint (when the complaint is dealt with by an agency outside of the setting.)

The formal consideration can be either if the initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration, or if the complainant wishes to go straight to stage 2 from the start. The decision rests with the person making the complaint.

- These types of complaints are resolved as soon as reasonably practicable; the response time will depend on the nature of the concern.
- The outcomes of a formal consideration are confirmed in writing by the Responsible Individual, to the complainant and summarise the nature and substance of the complaint, the conclusions, and the action to be taken as a result.
- A copy of a written response is sent (by the Responsible Individual) to the appropriate office (Of the body undertaking the informal investigation e.g., Care Inspectorate Wales) and to any local authority which has arranged for care for a child within the setting.

Complaints subject to concurrent consideration:

A complaint may be part of another, wider investigation, such as child protection, or a staff disciplinary process. In these circumstances, the Responsible Individual considers, in consultation with the complainant and any other relevant agency how the complaint will be handled.

During staff inductions, supervisions, and appraisals employees are required to familiarise themselves with all policies and procedures including the Complaints Policy & Procedure. A signed declaration is also required, this is kept in the individual staff files.

The role of CIW in complaints:

CIW is happy to receive information about any Childcare services but is not a complaints agency. If CIW receives information about a registered service, they will consider it and inform the complainant they will take one of the following actions:

- Refer the complainant back to the provider for resolution under their own complaint's procedure
- Advise the complainant to contact an identified agency
- Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant)
- Consider the information within the next planned inspection of the service.

Little Disciples Childcare is fully regulated by the CIW and parents are welcome to contact them should they have any questions, concerns, or queries. CIW can be contacted at:

CIW North Wales Region
Welsh Government office
Sarn Mynach
Llandudno Junction
LL31 9RZ
Telephone: 0300 7900 126
ciw.north@wales.gsi.gov.uk

AT ALL TIMES DURING THE COMPLAINT INVESTIGATION, LITTLE DISCIPLES CHILDCARE PLACES SAFEGUARDING AND PROTECTION OF CHILDREN AS THEIR HIGHEST PRIORITY.