**Puddle Ducks**

**Complaint’s Policy**

Where possible we try to resolve any difficulties quickly and efficiently and to make changes within Puddle Ducks where necessary. Any parent that feels the need to complain regarding any serious matter at Puddle Ducks should immediately talk to management

**Complaints Procedure**

We like to feel we are fair and approachable and if you have a complaint we will try to deal with it. The following steps should be taken:

* First contact your child’s base room supervisor.
* If this is not satisfactory then please speak to Miss Lydia Clifton (Manager) or Mrs Jennifer Rennie (proprietor). If you prefer to do this outside nursery hours please arrange a convenient time.
* If this is not satisfactory please put your complaint in writing to the Manager. If your complaint is against the Manager please address your letter to Mrs Jennifer Rennie, Proprietor and mark Private and Confidential.
* Any complaints you do not wish to address direct to the nursery you can contact CIW at any time……………….

CIW South East Region

Government Buildings

Rhydycar

MerthyrTydfil

CF48 1UZ

Tel: 0300 7900126

Fax: 0300 0628548

* When a complaint has arisen we ask the parent if they are making a formal/major complaint, if so it is recorded in the Complaints file which is kept in the locked main office. It is recorded with the time, date, who the parent spoke to and any staff involved. If it a minor issue this will be addressed with the parent and discussed with senior staff members with a follow up plan to be put into place.
* The Manager then goes back to the parent to discuss the complaint further and follows up any issues. This is also recorded within the complaints book.
* You will be notified in writing of the outcome within 14days and this may be extended to another 14 days if necessary.
* In the case of a minor issue it is just discussed with parent/carer and followed up by conversation with senior managers and parent if needed.
* While a complaint is being addressed if a current investigation is being undertaken at the same time the complaint procedure will be suspended until we are able to continue.

**Staff suspected of Child Abuse**

* If a member of staff is accused of child abuse the member of staff will be suspended immediately.
* All allegations will be investigated and the staff member will be unable to return to work until the situation is resolved.
* Please see Child Protection and Safeguarding policy for further details.

**Making a complaint to CIW**

* Any parent/carer can, at any time, submit a complaint to CIW about any aspect of the registered childcare provision. When CIW receive a concern or complaint about a provider they look to see whether they are providing a safe service or if they are failing to meet the requirements and conditions of their registration. If they think they are not doing these things, they will carry out an immediate inspection or ensure this aspect is checked at the next scheduled inspection.
* CIW is not a complaints agency and cannot deal with complaints linked to individual circumstances. If they are not able to deal with your individual complaint they can direct you to the organisation best placed to help you.

If you are making a complaint with regards to a child with Additional Learning needs and you feel that we are not taking your concerns seriously then you can contact...

SNAP Cymru

E-mail- [enquiries@snapcymru.org](mailto:enquiries@snapcymru.org)

Helpline- 08088010608

Office- 02920348990

Or alternatively you can contact...

Early Years Educational Psychology Service

Innovation House

Wales 1 Business Park

Magor

Caldicot

NP26 3DG

Telephone Morwenna Wagstaff 07980949024

Email: morwennawagstaff@monmouthshire.gov.uk