LLANFAES C.P. SCHOOL

Beilihelig Road, Brecon, Powys, LD3 8EB
Headteacher: Mrs C North
Setting Leaders: Miss Miss J Parry (3+) and Miss A Crawford-Plane (Flying Start)

LLANFAES CAMAU BACH/ LITTLE STEPS

Complaints Policy

While every effort will be made to ensure that Llanfaes Camau Bach/ Little Steps provides a safe caring environment for all its children there may be individual instances where parents and or pupils are unhappy about a particular aspect of care. In such circumstances, it is important that parents are aware of the procedures in place for dealing with and responding to complaints.

All complaints will be dealt with sensitively and confidentially and all will be followed up and where necessary action will be taken in response to the complaint. The Leaders will make every attempt to resolve the matter and will communicate the outcome to the complainant within 14 days of the complaint being made. In agreement with the complainant, this could be extended to 28 days.

Parents will be made aware of the following complaints procedure:

If you have a complaint about any aspect of the setting, please:

- **Discuss it with Llanfaes Camau Bach/ Little Steps staff or Headteacher as soon as possible**

FORMAL - STAGE ONE

1. Put your complaint in writing to the Leader. The setting should keep a copy of the complaint along with any other communications on this matter for your own records.

   The Leader will sign and date the complaint when received and will file it in our complaints' log book. All communications and actions taken regarding this complaint will be recorded by the Leader in the log book.

Telephone:- 01874 623326 E-mail – office@llanfaes.powys.sch.

Information will include:

- Name of the complainant
- Nature of complaint
- Date & Time of complaint
- Action taken in response of complaint
- Result of complaint investigation
- Information given to the complainant including date of response

2. The Leaders will acknowledge your complaint in writing as soon as possible and will forward a copy to the Responsible Individual. The Leaders will investigate the matter in full consultation with the Responsible Individual; confidentiality will be maintained throughout.

3. Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation, the Leader will advise you of the reasons. You will be kept up to date with what is happening, and you will receive a full reply in writing within fourteen days, in agreement with the complainant, this can be extended to 28 days.

4. The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken. A full account of the complaint, the actions taken, and the final outcome will be communicated to the Responsible Individual. If you are not satisfied with the outcome, you can ask the Leader to refer the matter to the next stage.

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FORMAL - STAGE TWO

1. The Leaders will refer the complaint and all the relevant documentation to the Responsible Individual. They will investigate the complaint and how it has been handled by the setting Leader independently.

2. The 'Responsible Individual' will send a response to the complainant within four weeks outlining how the complaint was investigated and detailing the final outcome.

3. The outcomes of a formal consideration are confirmed in writing by the registered person/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.

4. The time limit may be extended with the complainant's agreement.

5. If the complaint has not been resolved within 28 working days of the request for formal consideration, the registered person/responsible isndividual notifies the appropriate office of the complaint and reasons for the delay in resolution.

FORMAL – STAGE THREE

Should you still be unhappy with this response and feel that the matter has not been resolved to your satisfaction, the Pre-school's operation becomes detrimental to the quality of care provided to children and families then you should contact (CIW). CIW are the body with which this Pre-school is registered with. Their contact details are as follows

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A standard form is available to record the nature of the complaint and the action taken as a result. Parents may have access to the complaint form.

All forms will be kept on record and will be available for scrutiny unless they contain specific confidential information.

HOWEVER, IT IS WITHIN YOUR RIGHTS TO CONTACT CIW AT ANY STAGE OF YOUR COMPLAINT SHOULD YOU WISH TO DO SO.

CIW ADDRESS; TEL: 03007900126

Government Buildings
Picton Terrace
Carmarthen
SA31 3BT

Welsh Government Office

Sarn Mynach

Llandudno Junction

LL319RZ

Email: Ciw@gov.wales

Should the complaint be about the Responsible Individual, the chairperson is informed in the first instance: stage 3 of the procedure (see formal stage three)) must be followed and the local office of Care and Social Services Inspectorate Wales (CIW) 0300 7900 126 is informed. CIW may ask for a verbal complaint to be followed up in writing.

The Llanfaes Camau Bach/ Little Steps Managing body has a Complaints Panel. This panel will respond to any complaint addressed to the body or Chairman. Should parents not be satisfied with the response and action taken then they will have the option to appeal to the Appeals Panel of the Managing Body. The Appeals Panel is an independent

group made up of members who form no part of the Complaints panel and were not involved in the initial complaint's procedure.

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Complaints subject to concurrent consideration

Where a complaint relates to any matters

a) About which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
b) About which the Responsible Individual is taking or is proposing to take disciplinary proceedings, or
c) About which the Responsible Individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or
d) About which a meeting involving other bodies including the police has been convened to discuss relating to the protection of children or vulnerable adults, or
e) About which the responsible Individual has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000
f) About which the Responsible Individual has been notified that a local authority has or is instigating child protection enquiries,

The Responsible Individual will consider, in consultation with the complainant, School Governing Body and Local Authority, how the complaint should be handled. Such complaints are referred to for the purposes of this regulation as "complaints subject to concurrent consideration".

1. The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the Responsible Individual that to continue would compromise or prejudice the other consideration.

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Where the Responsible Individual decides to discontinue the consideration of a complaint under paragraph (1.) the Responsible Individual will give notice of that decision to the complainant.

Where the Responsible Individual discontinues the consideration of any complaint under paragraph (1.), consideration can be resumed at any time.

Where the consideration of a complaint has been discontinued under paragraph (1.) the Responsible Individual will ascertain the progress of the concurrent consideration and notify the complainant when it has been concluded.

The Responsible Individual will resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered under the Childminding and Day Care Regulations.

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