**COMPLAINTS PROCEDURE**

**NMS Regulation Standard 19**

I will aim to provide a high quality, efficient and accessible service to parents and children. Parents and relevant children will be given a copy of the complaint’s procedure. The way I work is reviewed regularly and i welcome suggestions and constructive criticism to help me maintain a high-quality provision. However, from time to time a parent or child may feel that they have a complaint against some aspect of my childcare setting, or myself. It should be possible to resolve any problems as soon as they occur by speaking to myself.

Initially speak to me if you have any concerns regarding any aspect of my service that you may not be happy with. I aim to work in close partnerships with all children and their parents to meet the needs of the children. I will encourage the child to speak with myself openly regarding any feedback, complaint or concern they may have. This will be logged and written down along date and time the conversation happened.

If you prefer to speak with me outside of normal LittleCwtch Childminding hours and in confidence, please arrange a convenient time. I will make every attempt to resolve the matter in person 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.

If you wish to voice your complaint in writing please email littlecwtchchildminding@outlook.com I will respond in writing or by email within 14 days. This can be extended, with agreement by both parties, to 28 days. This timescale is to investigate the complaint and then share the outcome by the end of the appropriate days mentioned.

I have mandatory duty to investigate all complaints relating to the national standards for childminding.

Depending on the nature of the complaint, I will investigate it myself or it will be passed on to the Care Inspectorate Wales (CIW) to investigate. Ideally complaints of any nature should be made constructively and resolved at an early stage. The complaint will be taken seriously, and dealt with fairly and confidentially.

All complaints will be kept in a written record and will be made available to CIW. I will confirm the resolution of the complaint to any other relevant parties, including those which have arranged for the provision of childminding, e.g. Powys County Council. If your childcare has been arranged through Local Authority you have a right to complain to them and please refer to their complaints procedure.

Should you not be satisfied with the outcome then you should move on to contacting CIW. You can also access guidance on settling disputes via PACEY.

Should your complaint be about myself, Rowan Kennedy-Brown, you should refer directly to Care Inspectorate Wales (CIW). CIW welcome parents concerns, comments and compliments, however are unable legally to investigate individual complaints to resolve disagreements between me and yourself.

The response you receive will be copied to myself, with recommendations for any action to be taken.

If the complaint is being investigated by other legal bodies at the same tie and therefore subject to concurrent consideration, I will seek advice from CIW in order to meet their requirements and the regulations.

**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

Care Inspectorate Wales (CIW) 0300 7900 126is informed. CIW may ask for a verbal complaint to be followed up in writing.

Date: 10/03/2022

By: Position:

Date of planned review: