Compliments and Complaints Policy

**Definitions :**

 **Concern** - ‘an expression of worry or doubt over an issue considered to be important for which reassurances are sought’

 **Complaint** - ‘an expression of dissatisfaction however made, about actions taken or a lack of action’

A concern might escalate into a complaint if Little Rosebuds does not address the concern to the satisfaction of all parties.

It is the policy of Little Rosebuds to share our achievements, reflect on our work and look for ways to improve our service. We therefore welcome suggestions, concerns, compliments and constructive criticism from all who use our service. It is in the interest of child, parents and myself that any unhappiness with the service is dealt with as quickly as possible. Parents and children are therefore strongly encouraged to discuss with me any problems they may have with my work. A complaint can be made to me by email, by phone or in writing (my contact information is at the top of this Policy).

**I reflect on how Little Rosebuds is running, and deal with compliments and complaints by:**

* Carrying out a regular review of my service (at least annually) that includes asking parents, children and others who may use my service for their views about the way I work. I use this review to produce a Quality of Care report annually (which is available on my website).
* Acting on any suggestions given where practicable
* Keeping records of dates and actions taken of all suggestions, concerns and complaints.
* Responding to comments, suggestions, concerns, and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner.
* Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality is always maintained.

**If you have a suggestion or a concern, I hope you will:**

1. Speak to myself - a mutually convenient arrangement can be made to discuss any issues in confidence outside operational hours if required, or
2. Write to me either by email, text, message or by letter

Any action taken in response to suggestions, comments and concerns is fed back either verbally, in writing or if appropriate by message to the parents within a reasonable time frame

I will not pass a concern onto CIW, especially if it can be easily resolved to everyone’s satisfaction. If I do not answer a concern to your satisfaction then you can escalate it to a complaint (see below)

**If you want to make a complaint about the service:**

Address your complaint to Margaret Rose

I will keep an accurate and detailed record of all complaints, which includes the following information:

* Name of complainant
* Nature of complaint
* Date and time of complaint
* Action taken in response to the complaint
* Result of complaint investigation
* Information given to complainant including date of response

All complaints will be handled in a sensitive and confidential manner. Information about the complaint will be retained securely on paper format and shown only to those with the right to view it.

**At any time, a parent can contact CIW about a registered service**. This includes during the time a complaint is being resolved, the complainant has the right to complain to CIW or, where relevant, the local authority.

**The role of CIW in complaints**

CIW is happy to receive information about any social care service but it is not a complaints agency. In the event that 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.

CIW welcome parents’ concerns, comments and compliments, however they are unable legally to investigate individual complaints to resolve disagreements between Little Rosebuds and parents.

**Contact details for CIW are:**

Care Inspectorate Wales (CIW)

Welsh Government Office

Sarn Mynach

Llandudno junction

LL31 9RZ

Telephone: 0300 7900 126 (Press 3 for the South West Wales Office)

Email: ciw@gov.wales

Twitter: https://twitter.com/care\_wales

Facebook: https://www.facebook.com/careinspectoratewales

If the complaint is of a child protection nature, please speak to myself immediately. My Child Protection policy will be implemented without delay.

If the complaint is about the registered person/responsible individual (ie Margaret Rose) the formal procedure must be followed, and the regional office of CIW informed. CIW may ask for a verbal complaint to be followed up in writing.

**How we respond to a complaint:** in Little Rosebuds I aim to deal with complaints quickly and effectively ‘in house’ within the following process.

**Local resolution of a complaint (complaints are resolved within 14 days)**

* The complaint is acknowledged within *2* working days. Complaints must be acknowledged, investigated, and responded to within 14 days.
* The complaint is always investigated. Little Rosebuds decides how best to do this in each case, but may involve:
* Arranging a meeting with all relevant parties to discuss the issues, when it is appropriate, and with the complainant’s agreement.
* Advising the complainant about the availability of advocacy (someone of the complainant’s choice who can advise them and/or act on their behalf) to assist 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 are made and presented within 10working days of receipt of the initial complaint.
* The complainant is sent a letter within 14 days of receipt of their complaint informing them that that their complaint has been resolved, and of any action that has been taken as a result.
* The complainant is also advised that if they are unhappy with this process or the outcome of the complaint, they can contact CIW.

In certain circumstances, with the complainant’s agreement, the 14 days can be extended for a further 14 days.

I will make and keep a written record of the outcomes of the investigation, and any action taken. A summary of this will be made available to CIW at their request.

**If your complaint is not resolved by the process above,** you can use a more formalapproach (or in some cases you may want to take your complaint to an external agency – such as the police or local authority - from the start). Any complaints that are dealt with formally must be resolved within 35 days of the request for formal consideration, the outcome of which must be confirmed in writing by myself and a copy sent to the appropriate office and to any local authority which has arranged for the provision of child minding or day care for a relevant child. This time limit may also be extended with agreement of the complainant.

**Where complaints are subject to concurrent consideration:** a complaint may be part of another wider investigation where another agency is also making an investigation. In these circumstances, or where a complaint relates to any of the following matters:

* About which the complainant has stated in writing that they intend to take legal proceedings or
* The *registered person/responsible individual* is taking, or proposing to take, disciplinary proceedings or
* About which Little Rosebuds has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

Little Rosebuds considers, in consultation with the complainant and any other relevant agency, how the complaint will be handled. Little Rosebuds may decide to discontinue investigating the complaint subject to concurrent consideration if it appears that to continue would compromise or prejudice the handling of the wider investigation. In this case, Little Rosebuds will:

* Ask CIW for advice.
* Inform the complainant of the decision to discontinue.
* Possibly resume the investigation at any time.
* Ascertain the progress of the concurrent consideration and notifies the complainant when it is concluded.
* Resume consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

**At all times during any complaint investigation Little Rosebudsplaces safeguarding and protection of children as their highest priority.**

If you are concerned that a data breach has been made, you can contact the Information Commissioners Office (ICO) – [http://ico.org.uk//for-organisations/report-a-breach/](http://ico.org.uk/for-organisations/report-a-breach/)

**Children’s compliments and complaints procedure:**

It’s important to Little Rosebudsthat you enjoy being here, and you feel safe and have fun. We would like to know what you think about your time here and if there is anything you would like us to change.

**If there is something you need to tell us, these are some ways you can use:**

* Tellme. We will listen and tell you what we will do about your concern.
* Write a note or draw a pictureand give it to me. You do not have to give your name, but it helps us if you do.

We will talk to you about your concern as soon as we can, and in private if you want. There are some things that we may not be able to change, and there may be some things we need to talk to another adult or your parent about. **We will always tell you what to expect.**

If you are still unhappy then you can contact the people who check Little Rosebuds. They are **Care Inspectorate Wales (CIW)**

**Welsh Government Office**

**Sarn Mynach**

**Llandudno junction**

**LL31 9RZ**

**E-mail:****CIW@gov.wales**

**Tel: 0300 7900 126**

Someone from CIW will listen to you and tell you how they can help.

Another person who may help is the:

Children’s Commissioner for Wales

Llewellyn House

Harbourside Business Park,

Harbourside Rd

Port Talbot

SA13 1SB

Tel: 01792 765600

Email: [post@childcomwales.org.uk](https://d.docs.live.net/7585b41e16c1901d/Documents/Claire%20Files/Claire/Little%20Rainbows/post%40childcomwales.org.uk)

This policy was designed by Little Rosebuds with regard for;

the[**Regulations and National Minimum Standards for Regulated Childcare for children up to the age of 12 years**](https://careinspectorate.wales/regulations-and-national-minimum-standards-child-care-and-play), (NMS) including:

**NMS 19:** *Children and their parents are confident that their complaints will be listened to, taken seriously, and acted on.*

**Consideration has also been given to:**

* the Rights of Children and Young Persons (Wales) Measure 2011
* the UNCRC (The United Nations Convention on the Rights of the Child) As older children can develop and benefit from their own complaint’s procedure
* The Children’s Commissioner for Wales website:<https://www.childcomwales.org.uk/>

**And The Child minding and Daycare (Wales) Regulations 2010**

* Regulations: 32: Complaints, 33 Handling complaints, 34 Local Resolution, 35 Formal consideration, 36 Complaints subject to concurrent consideration

|  |  |
| --- | --- |
| Date this document was last updated – | 19/05/25 – added in section under concerns that I won’t pass a concern on to CIW if it can be resolved satisfactorily in house. |
| Dates reviewed – | 17/06/25 |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |