



LITTLE INSPIRATIONS

DAY NURSERY

Complaints and Protection

Reporting a concern or issue informally

The setting always welcomes your comments good or bad. It is important to us that you communicate any concerns or issues that you may have immediately.

Here at Little Inspirations we have an open door policy where you may approach any member of staff who will try to help. In some circumstances you may want to deal with the person in charge that will endeavor to resolve the concern or issue to the best of their ability. Most concerns or issues will be resolved informally at this stage and within 14 days of the first report.

All staff has a duty to report all concerns or issues to their team manager who will decide which action to follow.

Formal Complaints

If the concern or issue is not resolved within 14 days or if the complaint is of a serious nature then the following procedure should be invoked:

- You may request to speak to the manager immediately in person or by telephone.
- All complaints must be in writing or completed on the company's complaints form.
- A meeting will be arranged at the convenience of both parties.
- The company will have two managers at meetings.
- Minutes of the meeting and agreed action points will be recorded and signed by both parties.
- Once a complaint has been made we will carry out a full investigation to try and resolve the complaint.
- A second meeting will be arranged to give a brief account of the investigation findings.
- If the parent/carer declines any meetings then the above will still take place. The company will then respond to parents in writing.
- We would aim to resolve the complaint within 14 days in the event that the complaint is not resolved within the first 14 days the company with the complainant's agreement will extend the period for resolutions by a further 14 days.
- All recorded complaints are kept on file for CSSIW to view at any time.

We may ask you to put your complaint in writing; any responses given in reply to the complaint will be documented, all parties will be given copies of these. All issues brought to the staff at Little Inspirations will be kept confidential and will be recorded on the companies complaint form. Any action taken will be logged and recorded.

Complaint made by a child

Little Inspirations respect that all children have a voice that should be heard and valued.

If a child indicates a concern or an issue then the following procedure will be followed.

- Staff should listen to and write an account of the child's conversation but not prompt the child.
- Staff need be aware that young children will spontaneously express themselves. Staff must allow the child to express their concerns in the environment they are comfortable in. There is no need for a child to be taken to an office to express their concerns.
- Staff must not make a child repeat themselves or ask questions but just allow the child to talk.
- If possible get another member of staff to listen but be aware not to over power the child.

- Inform the person in charge/senior staff and provide the written account immediately.
- The person in charge will inform the child's parents/carers as soon as possible.
- The person in charge will notify the person responsible and keep them up to date with any events or action.
- With the parents consent, meetings will be arranged for the child and parents to discuss their concerns.
- The child will be encouraged to be involved in any action points that may resolve their complaint.
- In the event of the complaint being a legal issue then the company will inform the CSSIW and the police, we will then take our lead from their instructions.
- This policy works both with the policy allegations made against staff and the complaints procedures.

A complaint that is linked to accident

In the event of any person having a serious accident whilst at the setting the following procedure will take place

- Accident forms will be completed and signed. All staff who witnessed the accident will write an account of the accident.
- The person in charge will carry out an investigation as soon as possible.
- In the event of serious injury the person in charge will notify RIDDOR and CSSIW.
- The company's insurance company will be informed and a copy of all paperwork will be sent to them.
- The company will work with all the agencies that may be involved.
- In the event of the case being taken to court then the company will follow the instructions from the insurance company.
- Most cases that go to court cannot be completed within the recommended 35 days.
- This policy is to be linked with the complaints procedure and accident procedures.
- The other party will have access to copies of all the records and paperwork.
- All paperwork and records linked to the complaint and accident will be kept for forty years.
- The company's insurance certificate is displayed on a notice board within the setting.

Complaint about a member of staff

- We would ask parents if they have a complaint that involves a member of staff not to approach that member of staff but to approach a senior member of staff. This allows the company to carry out a clear investigation.
- In the event of a complaint about a member of staff the company would implement the complaints procedure.
- If a serious allegation was made against a member of staff the company would follow the allegations policy.
- If a parent/carer wishes to report a complaint about a manager they may contact the responsible and registered person who would follow the company complaints procedures.
- As the company has two registered/ responsible persons then you may contact either one if the complaint is regarding one of them. They will then implement the company's complaint procedure. In the case of our company the directors are the registered/responsible person.
- If a member of staff needs to make a complaint about a colleague or any personnel of the company they would need to follow the whistle blowing policy and may be the grievance as well as the complaint procedure.

A concurrent complaint

In the event of a complex complaint that needs to go to court the company will seek legal advice and will work with the CSSIW and all information will be made available. In some cases the company may have concurrent investigations that may involve the police, other local authorities and agencies. These cases are not likely to be resolved within the recommended time scales. As a company, in the event of a complex case that needed outside agencies, we would take our lead from the agencies involved. Such cases have to be of legal nature e.g. the company had put a child at risk or harm.

Information recording will be the following

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

CSSIW

We are keen to hear from users of services about their experiences and any concerns about the services we regulate.

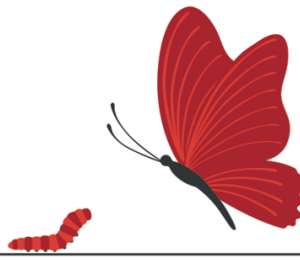
When we receive a concern or complaint about a provider we look to see whether they are providing a safe service or if they are failing to meet the requirements and conditions of their registration. If we think they are not doing these things, we will arrange to carry out an inspection or ensure this aspect is checked at the next scheduled inspection.

CSSIW is not a complaints agency, and cannot deal with complaints linked to individual circumstances. If we are not able to deal with your particular complaint, we can direct you to the organisation best placed to help you.

Contact details

Child Care Director/Registered/Responsible Person Jenine Gill Little Inspirations Day Nursery Unit C Llantrisant Business Park, Llantrisant Pontyclun CF72 8YW 01443 222660	Person in Charge Gina Davies Nursery Manger Unit C Llantisant business park Pontyclun, CF728YW
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Reviewed by Gina Davies June2014



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Date	
Name of person who was informed of issue / complaint	
Name of person raising the issue/complaint	
Nature of issue/complaint	
Names of staff who were involved	
What action was taken	
Result of action taken	
Date complainant were informed and how i.e. by telephone or meeting	
Comments / feedback from parents	

Managers name _____

Manager's signature _____ Date _____