

The Hollies Childcare Facility Complaints Procedure

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Revision History

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Acronyms & Abbreviations

Acronym/Abbreviation	Definition
CIW	Care Inspectorate Wales
RI	Registered Individual
CAO	Chief Administration Officer

Glossary

Term	Definition
The Hollies	Refers to The Hollies Childcare Facility

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1.0 Overview

The Hollies Childcare Facility celebrates achievements and success and looks for ways to improve the service for families. The Hollies welcomes suggestions and constructive criticism from parents / carers and children to help us maintain a high-quality provision.

Share your concerns and suggestions by:

- Speaking to The Hollies CAO – If you prefer to do this outside of normal Hollies hours and in confidence, please arrange a convenient time.
- Writing and placing the suggestion in the suggestion box kept in The Hollies setting.

The Hollies Childcare Facility provides feedback on any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result.

From time to time, a parent / carer, child (or local authority arranging care for a child in the setting), may find it necessary to make a complaint.

The Hollies policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner.

At all times, the welfare of the child is safeguarded and promoted and their ascertainable wishes and feelings are taken into account.

All staff at the Hollies are familiar with the complaints policy and procedure and confidentiality is maintained at all times.

2.0 In the event of a complaint

If your complaint is about the Registered Person/Responsible Individual, you must follow the Stage 2 procedure [see below] (called the formal consideration) and inform the local office of Care Inspectorate Wales (CIW).

CIW may ask you to follow up a verbal complaint in writing.

If you think your complaint is of a child protection/safeguarding nature, then please speak to The Hollies CAO without delay and refer to the Hollies Child Protection/Safeguarding Policies.

In all other cases, address your complaint to the Management Committee Secretary who has been delegated by the RI to resolve complaints.

At any time during the process of your complaint being resolved, you have the right to complain to CIW or, where relevant, the local authority which has arranged for the care of a child at the Hollies.

2.1 The role of CIW in the complaints process

CIW is happy to receive information about any social care service, but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers.

They cannot make judgments on behalf of people or decide who is right or wrong.

When CIW receives information about a service they will consider it and inform the complainant. They will take one of the following actions:

- 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
- Advise the complainant to contact an identified agency
- Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure
- Advise the complainant that their information has been recorded and that there is no further action required from CIW
- Contact details for CIW are as follows:

Telephone: 0300 7900126

Email: ciw.southeast@wales.gsi.gov.uk

CIW

South East Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil CF48 1UZ

2.2 Stage 1

Local resolution of a complaint (complaints resolved within the Hollies within 14 days).

- Your complaint is acknowledged within 1 – 2 days
- The complaint is investigated. The Hollies CAO (Sarah Murray) or the Management Committee Secretary who has been delegated by the Responsible Individual to resolve complaints decides how best to do this in each case, but may involve:
 - Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with your agreement
 - Advising you about the availability of advocacy to assist you 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 is made by the Management Committee Secretary and presented within 7 days of receipt of the initial complaint
- You are sent a letter within 14 days of receipt of your complaint telling you that your complaint has been resolved, and of any action that has been taken as a result
- In certain circumstances, with your agreement, the 14 days can be extended for a further 14 days
- You are also advised that if you are unhappy with this process or the outcome of the complaint you can contact CIW
- The Hollies makes a written record of outcomes of the investigation, and any action taken
- A copy of the complaint record is kept for The Hollies records and a summary is made available for CIW at their request

2.3 Stage 2

Formal consideration of a complaint (Stage 2), when the complaint is dealt with by an agency outside the club. The formal consideration, can begin either if the initial discussion (Stage 1) has not been resolved and the complainant requests a formal consideration, or if the complainant wishes to go straight to Stage 2 from the start. The decision rests with the person making the complaint.

- If the Management Committee Secretary has good reason to believe that the situation has child protection implications, they will contact the Local Authority in accordance to the procedure set out in the Child Protection Policy (HPD-013). If any party involved in the complaint has a good reason to believe that a criminal offence has been committed, then they will contact the police.
- These types of complaints are resolved as soon as reasonably practicable, and in any event within 35 working days of the request for formal consideration.
- Should additional external advocacy or mediation services be required, it will be the responsibility of the Management Committee Secretary to liaise with an appropriate agency to make these arrangements.
- The outcomes of a formal consideration are confirmed in writing by the Management Committee Secretary to you (the complainant) and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
- A copy of a written response is sent by the Management Committee Secretary to the appropriate office and to any local authority which has arranged for care for a child within The Hollies.
- The time limit may be extended with your agreement.
- If the complaint has not been resolved within 35 working days of the request for formal consideration, the investigating agency notifies the appropriate office of the complaint and reasons for the delay in resolution.

3.0 Complaints subject to concurrent consideration

A complaint may be part of another, wider investigation, such as child protection or safeguarding, or a staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

- About which the Management Committee Secretary or The Hollies CAO has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings;
- About which the complainant has stated in writing that they intend to take legal proceedings or;
- The Responsible Person/Responsible Individual is taking or proposing to take disciplinary proceedings or;
- The Management Committee Secretary or The Hollies CAO considers, in consultation with the complainant and any other relevant agency how the complaint will be handled. In this case the Management Committee Secretary may decide to discontinue investigating the complaint subject to concurrent consideration if:
- It appears that to continue, would compromise or prejudice the wider investigation. In which case, the Registered Person/Responsible Individual:
 - Informs the complainant of the decision to discontinue.
 - Can resume the investigation at any time.
 - Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded.

- Resumes 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 the Hollies Childcare Facility places safeguarding and protection of children as their highest priority.