

Complaints Policy



The welfare of the children is paramount and we aim to meet the needs of both children and parents/carers. However if there is cause for complaint at any time please let the senior playworker know.

The following complaints procedure will be followed.

We aim to bring all concerns about the running of the club to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following Complaints Procedure.

1. Any parent/carer who is uneasy about an aspect of the club's provision talks over, first of all his/her worries and anxieties with:

- a) The child's group playworker
- b) The Senior Playworker/Manager

Any parent/carer who requires a written response to their concerns should request one at this stage. The senior playworker will fill in a complaint form at this stage.

2. If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves on by making a formal complaint in writing to the Childcare Manager who will investigate the complaint. The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as some indication of how and when the complaint will be addressed within 5 working days.

3. When a formal complaint has been fully investigated, the Childcare Manager should ensure that the person who made the complaint is informed, in writing, of the outcome.

4. If the complainant still remains dissatisfied after an internal investigation has taken place, they are entitled to take their complaint to CSSIW. Contact details for CSSIW are:

Care & Social Services Inspectorate for Wales
South West Wales Regional Office
Unit C Phase 3
Tawe Business Village
Swansea Enterprise Park
Swansea
SA7 9LA
Telephone 01792 310420