



COMPLAINTS PROCEDURE

In accordance with Standard 19 NMS (2016): Complaints – *Children and their parents are confident that their complaints will be listened to, taken seriously and acted on.*

Our group aims to work in partnership with children and their families. We welcome all suggestions on ways to improve our provision. We take all concerns and complaints seriously and will give prompt attention to worries and anxieties. Complaints will be handled fairly and sensitively, with due regard given to confidentiality. All complaints will be considered or investigated and the complainant notified of the outcome, in writing, within 14 days of receiving the complaint. With the agreement of the complainant, the period for resolution may be extended by up to a further 14 days if necessary. However, it is hoped that all concerns and complaints can be investigated and resolved locally, and through amicable discussion.

1. Happitots and Tinytots Complaints procedure is available for parents on the school website. All policies are shared with Parents when a child starts in the setting and are on display in the setting foyer.
2. Policies are reviewed annually with the Governing Body and shared with all staff.
3. Parents/carers should speak to the Setting Leader and make them aware of the problem in the normal informal sharing of information times at the beginning and end of the sessions.

Happitots Setting Leader: Anna Wygold

Tinytots Setting Leader: Louise Simister

Telephone: 01938 538 660

4. If there is no satisfactory outcome or the problem recurs, the parent/carer should request a meeting with the Setting Leader or the Head teacher. Parents are encouraged to have a friend or partner at the meeting and to put their concerns in writing. A written record of the meeting will be made and agreed. To arrange a meeting contact the appropriate leader as above or the Headteacher, Mrs Lorna Tuffin, Telephone : 01938 538 660
5. If no agreement is made the school complaints procedure will be evoked and the appropriate subcommittee of the Governing Body will investigate the complaint and put their findings and decision in writing to all parties.

6. Parents/carers may wish to contact the CIW (Care Inspectorate Wales) to discuss unresolved or serious concerns or complaints using the details below:

CIW Government Buildings, Picton Terrace, Carmarthen, SA31 3BT

Telephone: 0300 7900 126

7. Parents/carers may wish to contact the local authority- Powys County Council if they wish to discuss unresolved or serious concerns or complaints using the details below:

Powys County Council, County Hall, Spa Road East, Llandrindod Wells, Powys.
LD1 5LG

Telephone: 01597 826 000

8. Any complaints which are subject to a concurrent consideration are dealt with as per Regulation 36 of the Child Minding and Day Care Regulations 2010

Please refer also to The Child Minding and Day Care (Wales) Regulations 2010 (Regulations 32 and 33) and Wales Pre-School Providers Association Policies and Procedures.

Signed: Wendi Terry (Responsible Individual)

Date: November 2023

Review date: November 2024