

Once Upon A Time Nursery  
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Llanelli  
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CIW W130000376



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## Concerns, Complaints and Compliments Policy

Wales: NMS
19.1 - 19.7

At **Once Upon a Time Nursery** we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We share all compliments with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

### Internal complaints procedure

#### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key worker or a senior member of staff/room leader.

#### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within *14 days*. The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

#### Stage 3

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, parent and the senior staff member to ensure that it is dealt with comprehensively.

The nursery will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with CIW. Parents are made aware that they can contact CIW at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact them. CIW is the registering authority for nurseries in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

Below are CIW's role in handling complaints/concerns:

They may inspect nursery to check compliance with regulations

They may refer the complainant back to the Nursery to manage in line with their complaints procedures

They may refer the concerns to another agency – (Local safeguarding Team/ Police/Environmental Health)

They may take no immediate action

They may use the information received to help inform what they look at during their next planned inspection

CIW Contact information

CIW address: Care Inspectorate Wales, Government Buildings,  
Sarn Mynarch. Llandudno Junction.  
Conway LL31 9RZ

Email address: [ciw@gov.wales](mailto:ciw@gov.wales)

Telephone number: 0300 790 0126

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection will provide a copy of the report to parents and/or carers on the website.