

Complaints procedure

It is the policy of Tiny Treasures to share our achievements, reflect on our work and look for ways to improve our service. We welcome suggestions and constructive criticism from all who use our service and aim to resolve any complaints quickly and informally.

We do this by:

- carrying out a regular review of our service (at least annually) that includes asking parents, children and others who may use our service for their views about the way we work, and acting on suggestions where practicable
- by keeping records of dates and actions taken of all suggestions, concerns and complaints
- Responding to comments, suggestions, concerns and complaints within specific time scales in line with relevant legislation and in a confidential and sensitive manner
- Designating a complaints officer Claire Edwards and Gail Williams to work with complainants to produce satisfactory resolution at the earliest opportunity
- Ensuring that all staff (including volunteers and students on placement) are familiar with the complaints policy and procedure and confidentiality is always maintained.

If you have a suggestion or a concern, we hope you will:

- Speak to your child's key worker, or the person in charge (a mutually convenient arrangement can be made to discuss any issues in confidence and outside operational hours) or
- Place your comments in the suggestion box which is found at reception

Any action taken in response to suggestions, comments and concerns is fed back either verbally, in writing or if appropriate by the person in charge

placing a notice on the notice board about any changes made to operations as a result.

If you want to make a complaint about the service you receive, address your complaint to Claire Edwards and Gail Williams

In all cases a written record of complaints is kept, which includes the following information:

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

Complainants have the right at any time to complain to the local authority which has arranged for the provision of day care for the particular child.

At any time, a parent can contact CIW about a registered service and at any time while a complaint is being resolved, the complainant has the right to complain to CIW or, where relevant, the local authority if they have arranged for the care of a child at this setting.

**Care Inspectorate Wales,
Government Buildings,
Picton Terrace,
Carmarthen
SA31 3BT**

**Local Social Services Duty Team
01639 895455
5.30pm to 1.30am (weekdays)
9.00am to 1.30am (Saturday/Sunday/bank Holidays)**

Regulation 36

Where matters are subject to concurrent consideration a local authority **must not consider or further consider a complaint** under the process if such consideration would prejudice conduct of certain proceedings or investigations. Those matters include:

- The complainant indicates in writing that they are taking or intend to start legal proceedings;
- Local authority is considering local proceedings. For example, care proceedings or Court of Protection proceedings;
- The local authority is taking or proposing to take disciplinary proceedings against a staff member;
- The local authority is aware that a prosecuting authority – for example the police or the Care Social Services Inspectorate for Wales – is investigating with a view to a criminal prosecution;
- There should be no complaints investigation while there is a danger of compromising any adult or child protection process.

If the local authority decides not to consider the complaint at that stage it must notify the complainant in writing. The local authority must explain the reason for its decision and advise the complainant that they may resubmit the complaint or representation no later than six months after the concurrent consideration is discontinued or completed. In most cases the complainant will be aware when a concurrent investigation has been completed. Where appropriate, however, a local authority should consider whether to notify a complainant once the concurrent investigation is completed.

The role of CIW in complaints: CIW is happy to receive information about any social care service but is not a complaints agency. If CIW receives information about a registered service, they will consider it and inform the complainant they will take one of the following actions:

- Refer the complainant back to the provider for resolution under their own complaint's procedure
- Advise the complainant to contact an identified agency

- 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.

If the complaint is of a child protection nature, please speak to:

Claire Edwards or Gail Williams

Our child protection policy is implemented without delay.

If the complaint is about the *responsible individual*, the formal procedure must be followed and the regional office of CIW is informed. CIW may ask for a verbal complaint to be followed up in writing.

How we respond to a complaint: in Tiny Treasures we aim to deal with complaints quickly and effectively ‘in house’ within the following process.

Local resolution of a complaint (complaints are resolved within 14 days)

- The complaint is acknowledged within 24 hours.
- The complaint is investigated. The responsible individual who has been delegated 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 the complainant’s agreement

- Advising the complainant about the availability of advocacy (someone of the complainant's choice who can advise them and/or act on their behalf) to assist 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 time
- The complainant is sent a letter within **14** days of receipt of their complaint informing them that their complaint has been resolved, and of any action that has been taken as a result
 - In certain circumstances, with the complainant's agreement, the 14 days can be extended for a further **14** days
 - The complainant is also advised that if they are unhappy with this process or the outcome of the complaint, they can contact CIW
- Tiny Treasures makes a written record of outcomes of the investigation, and any action taken
- A copy of the complaint record is kept for our records and a summary is made available for CIW at their request.

At all times during any complaint investigation Tiny Treasures places safeguarding and protection of children as their highest priority.

This **complaints** procedure was passed for use in Tiny Treasures

On: 30/11/20

11 Complaints

By: Claire Edwards Gail Williams

Position: Directors

Date of planned review: 30/11/21