



**St Paul's Childcare**  
**Compliments and Complaints Policy**  
**Written in conjunction with NM 19**

St Paul's Childcare will follow this policy, review it annually and update it as required.

The Person in Charge (Leader) of St Paul's Childcare will ensure that every member of staff understands this policy.

St Paul's Childcare will ensure that parents and carers are aware of this policy. We will ensure this policy is available to all via:

- \*St Paul's Childcare website
- \*The entrance of the childcare setting
- \*St Paul's C/W Primary School website

The policy may be requested from Reception at St Paul's C/W Primary School

**Policy last updated – September 2020**

**Next policy update due – September 2021**

**REVIEWED BY**

Name	Signature	Date
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

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## COMPLIMENTS AND COMPLAINTS POLICY

### Aim

St Paul's Childcare aims to provide the highest standards of service in all aspects of its work.

### Principles

St Paul's Childcare welcomes the opinions of parents/guardians/carers about the service it provides so that, if necessary and appropriate, it can be improved. Parents/carers/guardians are informed of the policy and of the Compliments and Complaints Policy and its procedures before their child starts in the setting. Training is provided for all staff on how to implement the Compliments and Complaints Policy and the St Paul's Childcare Code of Practice.

### The Rights of the Child

Ensuring that everyone knows how to compliment or complain about our service is an essential part of respecting the Rights of the Child as stated in the United Nations Convention on the Rights of The Child, specifically:

Article 3: All organisations concerned with children should work towards what is best for each child.

Article 12: Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account.

Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them.

Article 29: Education should develop each child's personality and talents to the full. It should encourage children to respect their parents, and their own and other cultures.

### **National Minimum Standards for Regulated Childcare**

#### **Standard 19: Complaints**

Children and their families should be confident that their complaints are listened to, taken seriously and acted upon. St Paul's Childcare recognises its duties under the National Minimum Standards for Regulated Childcare up to the age of 12 years which states that:

The Registered Person is responsible for ensuring that:

- 19.1 – A simple, clear and accessible written complaints procedure is in operation, which complies with the regulations.
- 19.2 – The complaints procedure includes information about how to contact CCSIW, including the name, address and telephone number of the relevant CCSIW office.
- 19.3 – All complaints are handled in a sensitive and confidential manner.
- 19.4 – Complainants are informed that they have the right at any time to complain to the local authority which has arranged for the provision of child minding or day care for the particular child. Complainants must also be informed that they have the right to complain to CCSIW.
- 19.5 – Complaints are considered, and where possible, investigated and resolved locally.

## **Code of Practice**

The Responsible Individual/Registered Person along with the Person with Care will ensure that that all staff understand and receive a copy of the Compliments and Complaints Policy as a part of its induction procedures, and that they receive appropriate training. St Paul's Childcare will utilise robust procedures for receiving complaints and will seek to resolve them in a timely and constructive. Throughout the complaints procedure it is vital that the voice of the child is considered and respected, and that all actions taken are in the best interest of the child. Complaints will be handled in a sensitive manner, whilst respecting the confidentiality of all parties involved. If a parent/carer/guardian or another member of the public is dissatisfied with any aspect of the service, the procedures below will be followed:

## **Complaints Procedure**

- Contact the Responsible Individual/Registered Person or Person in Charge to voice the complaint verbally.
  - An attempt will be made to resolve the matter and parents/carers/guardians will be informed within 3 working days.
- The Responsible Individual/Registered Person or Person in Charge will seek to inform the complainant about any advocacy services or support services that are, or may be available to them
- If a complaint relates to a child that has been placed in the setting by the local authority, the Responsible Individual/Registered Person or Person in Charge will inform the complainant that they have a right to complain to the local authority.
- The Responsible Individual/Registered Person or Person in Charge may, with the consent of the complainant, make arrangements towards mediation and

reconciliation, or seek support from an independent agency or person if appropriate, to solve the complaint.

- If the matter cannot be resolved to the satisfaction of the complainant, or if the parents/carers/guardians wish to present the complaint in writing, the matter should be referred formally and in writing to the Responsible Individual/Registered Person or Person in Charge via:
  - St Paul's Childcare
  - C/O St Paul's Church in Wales Primary School
  - Oakley Place
  - Grangetown
  - Cardiff
  - CF117EU
  - A full investigation will be held at once and the complainant will receive a full written response within 14 days.
  - If the investigation has not been completed within the specified time, an interim report should be presented to the complainant, with an explanation of why more time is required.
  - The investigation should be completed and a written report produced within 28 days. All correspondence, notes and reports relating to the matter will be kept by St Paul's Childcare and will be available for CSSIW should they wish to inspect the matter.

If the complainant is still unsatisfied with the result the matter can be referred directly to CSSIW at the following address:

**CSSIW SOUTH EAST REGIONAL OFFICE**

Welsh Government office  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

CSSIW can also be contacted for advice by telephoning 0300 7900 126, or by visiting its website at [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)

At the request of CSSIW the Responsible Individual/Registered Person or Person in Charge or St Paul's Childcare Committee will be responsible for preparing a report of every complaint received by the St Paul's Childcare during the previous 12 months, and the steps that were taken to address each complaint.

If a complaint involves an accusation against the Responsible Individual/Registered Person or Person in Charge or another member of the Committee, St Paul's Church in Wales Primary School should be contacted for further advice.

If the investigation coincides with a separate investigation by another body (e.g. Court case) the Responsible Individual/Registered Person or Person in Charge, the complainant and any other relevant bodies or persons must decide how to proceed, in accordance with Regulations 33 (1-6)<sup>1</sup> of The Child Minding and Day Care (Wales) Regulations 2010

St Paul's Childcare will act in accordance with The Child Minding and Day Care (Wales) Regulations 2010 when dealing with :

Complaints subject to concurrent consideration Regulation 36.—(1)

- Where a complaint relates to any matter -
  - (a) About which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal  
or
  - (b) About which the registered person is taking or is proposing to take disciplinary proceedings,  
or
  - (c) About which the registered person has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings  
or
  - (d) About which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults,  
or
  - (e) About which the Responsible Individual/Registered Person or Person in Charge, has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000 (removal etc. from register)(1),  
or
  - (f) About which the registered person has been notified that a local
  - (g) authority has or is instigating child protection enquiries, the registered person must consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled.

Such complaints are referred to for the purposes of this regulation as “complaints subject to concurrent consideration”.

Consideration of Regulation 36 should be given when deciding not to pursue a complaint due to it being subject to concurrent consideration. Further information is available here.

<http://www.legislation.gov.uk/wsi/2010/2574/contents/made>

If the complaint involves an accusation of child abuse, the St Paul’s Childcare will act immediately by following its Child Protection Policy which conforms to the All Wales Child Protection Procedures 2008.

The steps outlined in the National Minimum Standards (Standard 19) should be followed with regard to the information which is recorded and kept.

The St Paul’s Childcare will conduct a self-evaluation annually (**see form in Appendix 1**).

Name:

Signature:

Date:

Date of review:

## Appendix 1

### **EVALUATING THE SERVICE DURING THE CHILD'S PERIOD IN ST PAUL'S CHILDCARE** **St Paul's Childcare**

<b>Rhowch groes yn y blwch sy'n cyfateb â'ch barn</b> <i>Place a cross in the box which reflects your opinion</i>	<b>Rhagorol</b> <i>Excellent</i>	<b>Da iawn</b> <i>Very Good</i>	<b>Da</b> <i>Good</i>	<b>Boddhaol</b> <i>Adequate</i>	<b>Gellir gwella</b> <i>Room for improvement</i>
<i>What kind of welcome did you receive when you visited St Paul's Childcare for the first time?</i>					
<i>What kind of welcome do you and your child receive at the beginning of every session in St Paul's Childcare?</i>					
<i>What is your opinion of the care your child receives in the Childcare?</i>					
<i>What is your opinion of the resources and activities on offer to your child in the Childcare?</i>					
<i>What is your opinion of the way you are informed about the activities which your child undertakes in St Paul's Childcare?</i>					
<i>What is your opinion of the arrangements made for you to discuss your child's development?</i>					
<i>How convenient are the times that St Paul's Childcare Governing Body meets?</i>					
<i>How effective, in your opinion, are the methods used to market the Childcare?</i>					
<i>Any Other Comments:</i>					