

Swiss Valley Childminding Complaints Procedure

Last reviewed: 04.09.23

Signed: Aimee Eynon & Christine Eynon

Policies & Procedures will be reviewed yearly and amended accordingly

The aim of this policy is to ensure that children and parents can be confident that I will listen to any complaints; and that where necessary, take appropriate action. I aim to work in close partnership with parents to meet the individual needs of all the children in my care. However, If there are any aspects of the service that you are not happy with then please bring it to my attention. I endeavour to take all complaints seriously. In the first instance I will make every effort to resolve any issue to your satisfaction by private discussion. I aim to handle all complaints in a sensitive and confidential manner & if you prefer you can put forward your complaint in writing.

Parents can also complain to the CIW who may be contacted at:

Care Inspectorate Wales
Government Buildings
Picton Terrace
Carmarthen
SA31 3BT
0300 7900 126

Every effort will be made to resolve any written complaint within 14 days, or 28 days by mutual agreement. If complaint is not resolved within 35 days the CIW will be informed.

I keep written records of all complaints, including the name of the complainant, the nature of the complaint, the date of complaint, action taken in response to the complaint, the outcome of any investigation, the response given, and the date this was done.

I will write to inform parents and the CIW of the resolution of any written complaint.

CIW may look at the issues as part of their inspection process- for more information please refer to <https://careinspectorate.wales/>

If the complaint is being investigated by the police or social services (or any other third party), I will inform CIW and will keep them updated regularly.