Clybiau Llywodraethwyr a Chylch Chwarae
Gresffordd Gresford
Governors' Clubs and Playgroup

Complaints Policy

Equality Act Impact Assessment	YES	NO	Ionawr 2025
Last Review Date	May 2026		
Date to be reviewed	May 2027		
Date Adopted by Management Committee	10.06.2026		
Responsible Individual - Mr Richard Hatwood			
Chair of Management Committee – Mrs Jan MacDonald			

Introduction
The setting offers a warm welcome to all children and families and by working in partnership with parents and carers to provide a warm, caring environment, where all children can learn and develop as they play. Suggestions on how to improve the provision within the setting are welcomed.

Parents, carers and children are entitled to expect courtesy and prompt attention to their concerns and issues.

Have you told us?
Any parent/carer who has concerns about any aspect of the setting provision should talk to the setting supervisor or our Early Years Manager. Any concerns are treated in the strictest confidence and taken seriously. In nearly all cases, the supervisor and Early Years Manager will be able to bring concerns to a rapid and acceptable conclusion.

Escalation of Concern
If there is no satisfactory outcome within two weeks, or the problem recurs, parents or carers should:

- put the concerns or complaint in writing. Once the complaint has been logged we will endeavour to send a written response within seven working days,
- should the matter take longer to investigate we will acknowledge your complaint and send you a letter detailing our full response as quickly as possible,
- request a meeting with the setting Responsible Individual
- receive a written record of the discussion made and actions agreed during the meeting

However, if the parent/carer is not satisfied that the problem has been dealt with appropriately, they are able to raise their concern with the Care Inspectorate Wales. (CIW).

The local office is: Government Buildings, Sarn Mynach, Llandudno Junction LL31 9RZ .
Telephone: 0300 7900 126

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents or carers, children and group, all complaints will be taken seriously, and dealt with fairly and confidentially.

Evaluation & Review
This policy will be reviewed by the Management Committee as outlined on the policy review schedule at the front of this document.