

Complaints Procedure

- If you have a complaint about something or somebody in the setting you should approach the person in charge (or deputy where appropriate) and request a mutually convenient time to discuss the concerns.
- If the matter cannot be resolved satisfactorily through the discussion with the person in charge, then a formal complaint may be made.
- Formal complaints need to be put in writing using the 'Weir Holm Adventures' Concerns and Complaints and send to the setting lead practitioner (Lottie)
- CIW will be informed by the setting that a formal complaint has been made against the setting or member of staff.
- When a formal complaint is submitted, the setting will send a written reply to the sender of the complaint acknowledging the complaint, indicating how and when the complaint will be addressed.
- The setting will keep the person who made the complaint informed about any actions taken concerning the complaint.
- You have 28 days to write and respond to the complaint.
- When the formal complaint has been fully investigated, and this might mean confidential interviews with other staff or parents where necessary, the setting lead practitioner (Lottie) will ensure that the person who made the complaint is informed, in writing, of the outcome.
- If the person who made the complaint is not satisfied with the outcome the complaint can be referred to CIW to investigate.
- CIW is not a complaints agency but we are interested in information about regulated settings.

CIW details:

Telephone: 0300 7900 126

Email: ciw@gov.wales

Address: Welsh Government Office, Sarn Mynach, Llandudno Junction, LL31 9RZ