

LAMPHEY PLAYGROUP.

COMPLAINTS PROCEDURE.

The group aims to enhance the development, care and education of pre-school children by encouraging parents to understand and provide for their children for their needs through high quality pre-school groups.

Group Name: **LAMPHEY PLAYGROUP.**

The group offers a warm welcome to all children and families and by working in partnership with parent/carers provides a warm, caring environment, where all children can learn and develop as they play.

Suggestions on how to improve the provision in the group are welcomed.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making Concerns Known.

Any parent/carer who is uneasy about any aspect of the group's provision should talk over any worries and anxieties with the group supervisor/playleader.

If there is no satisfactory outcome within two weeks, or the problem recurs, the parent/carer should: -

- Put the concerns or complaint in writing.
- Request a meeting with the group's supervisor/playleader and Responsible Individual.
- Have a friend or partner present for both parent/carer and supervisor/playleader.
- Have a written record of the discussion made and agreed.

Most problems should be resolved informally at this stage.

If the parent/carer is not satisfied that the problem has been sorted, the parent/carer should contact the registered person again.

If the parent/carer cannot reach agreement an external mediator, acceptable to both sides may be invited to listen to both sides and offer advice.

Formal Complaints.

Complaints that are dealt with by way of formal consideration must be resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration. If the complaint has not been resolved within 35 days of the request for formal consideration, the Responsible Individual must notify the appropriate office (CIW - Care Inspectorate Wales) of the complaint and reasons for the delay in resolution.

To provide feedback or to raise a concern about Lamphey Playgroup please refer to the CIW website:

<https://www.careinspectorate.wales/providing-feedback-about-care-services>

Time Scale on receiving a complaint.

- We will acknowledge receipt of your complaint within 5 working days.
- We will aim to provide a written response within 14 calendar days of receiving the complaint.
- If we are unable to provide a full response within the time frame, we will inform you of the reason and provide an extended timeframe for resolution.

Concurrent Consideration.

If another agency such as social services is already investigating the complaint or family that you have had a complaint from or about, then we must pause our own investigation into your complaint until the other agency has completed theirs.

If after all the above has been tried and still no agreement reached, contact-

Care Inspectorate Wales,

Telephone: 0300 7900 126,

Email: ciw@gov.wales.

Welsh Government office,

Sarn Mynach,

Llandudno Junction

LL31 9RZ

	Date	Signature
Adopted	July 2025	
To be Reviewed	July 2026	