



Little Sprouts Childcare

Grow And Play All Day

Complaints policy and procedure

As a registered childminder, I aim to work in close partnership with all parents to meet the needs of their children. However, if there is any aspect of my service that does not meet your expectations, I am happy to discuss this with you. If you feel comfortable communicating this verbally, we can hopefully resolve the issue right away. If you would prefer to make a complaint in writing, you can send this to my email address littleproutschildcarewales@outlook.com or by post.

The complainant is notified, in writing, of the outcome of the investigation within 14 days of receiving the complaint. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary. It is a requirement that all complaints are logged, along with the outcome and any action taken.

I will record the following information:

- the name of the person making the complaint
- the nature of the complaint
- the date/time of the complaint
- any action taken in response to the complaint.
- the outcome of the complaint investigation
- details of the information and findings that were given to the person making the complaint, including any action taken.

If we cannot resolve an issue between ourselves and you wish to make a formal complaint, then you can contact the CIW

Care Inspectorate Wales

Telephone: 0300 7900 126

Email: ciw@gov.wales

Welsh Government office
Sarn Mynach
Llandudno Junction
LL31 9RZ

I will keep a written record of complaints and their outcomes for at least three years.

Regulation 36 – Concurrent Consideration

If a complaint is made that is part of a wider investigation by other outside agencies, the investigation will be suspended until the outcome is received. If the investigation has been suspended, I will notify the complainant and inform them when it has been concluded.

This policy was adopted on

14/08/2023

Signed

L-J Broome

Date of review

September 2026

