

## Concerns, Complaints and Compliments Policy and Procedure

We believe that service users/parents/stakeholders are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times people are happy with the service provided and we encourage people to voice their appreciation to the staff concerned either face to face or in writing via email to [richard@ggca.org.uk](mailto:richard@ggca.org.uk). We record all compliments and share these with staff.

We welcome any suggestions from those who use our services on how we can improve our services, and will give prompt and serious attention to any concerns that service users/parents/stakeholders may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of vulnerable adults and/or all children, enable ongoing cooperative partnership with service users/parents/stakeholders and to continually improve the quality of the provision.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding and Child Protection Policy.

### Internal complaints procedure

#### Stage 1

If any parent should have cause for concern or any queries regarding the provision we deliver, they should in the first instance take it up with the Children and Young People's Development Officer who is Debbie Page-Evans on 01443 675004, via email at [richard@ggca.org.uk](mailto:richard@ggca.org.uk) or face to face or with a Senior Staff Member.

#### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Children and Young People's Development Officer. The Children and Young People's Development Officer will then investigate the complaint and report back to the parent within ten working days. The complaint will be documented and the actions taken in relation to it in the complaints log book.

Although most complaints are usually resolved informally at stage 1 or 2 we do have the following stages available:

#### Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the Children and Young People's Development Officer, parent and one of our senior staff members to ensure that it is dealt with comprehensively. We will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

#### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with CIW. Parents are made aware that they can contact CIW at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact them. CIW is the registering authority for registered setting in Wales and investigates all complaints that suggest a provider may not be meeting the requirements of the settings registration. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

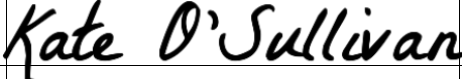

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. CIW inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

**Contact details for the CIW:**

<p><b>To raise a concern:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Phone : 0300 7900 126</li> <li><input type="checkbox"/> Email : <a href="mailto:CIW@gov.wales">CIW@gov.wales</a></li> <li><input type="checkbox"/> Write to CIW: Care Inspectorate Wales Welsh Government Sarn Mynach Llandudno Junction LL31 9RZ</li> </ul>	<p><b>For general enquiries Llandudno Junction:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Phone : 0300 7900 126/ 0872 437 7301 <input type="checkbox"/></li> <li>Email : <a href="mailto:CIW.LlandudnoJunction@gov.wales">CIW.LlandudnoJunction@gov.wales</a></li> <li><input type="checkbox"/> Write to CIW: Care Inspectorate Wales Welsh Government office Sarn Mynach Llandudno Junction LL31 9RZ</li> </ul>
<p><b>For general enquiries Merthyr Tydfil:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Phone : 0300 7900 126/ 0872 437 7302 <input type="checkbox"/></li> <li>Email : <a href="mailto:CIW.Merthyr@gov.wales">CIW.Merthyr@gov.wales</a> <input type="checkbox"/></li> <li>Write to CIW: Care Inspectorate Wales Welsh Government office Ryhdycar Business Park Merthyr Tydfil CF48 1UZ</li> </ul>	<p><b>For general enquiries Carmarthen:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Phone : 0300 7900 126/ 0872 437 7303 <input type="checkbox"/></li> <li>Email : <a href="mailto:CIW.Camarthen@gov.wales">CIW.Camarthen@gov.wales</a> <input type="checkbox"/></li> <li>Write to CIW: Care Inspectorate Wales Government Buildings Picton Terrace Carmarthen SA31 3BT</li> </ul>







Parents/Carers will also be informed if the setting becomes aware that they are going to be inspected and after inspection will make a copy of the report available to parents and/or carers of children and young people attending our registered provision.

This policy was adopted on 20.05.2025 and will be reviewed on or before 20.05.2026

Name and Position	Signed	Date
Kate O’Sullivan Community Association Manager		19 / 06 / 2025
Olive Frances Vice Chair of Trustees		25 / 05 / 2025

<b>Title</b>	CONCERNS COMPLAINTS AND COMPLIMENTS POLICY AND PROCEDURE
<b>File name</b>	CONCERNS COMPLAIN...AND PROCEDURE.pdf
<b>Document ID</b>	6035fabceb3c9f56ffda2ef8f2ff9c651fa59636
<b>Audit trail date format</b>	DD / MM / YYYY
<b>Status</b>	● Signed

## Document history

 SENT	<b>19 / 05 / 2025</b> 13:55:58 UTC+2	Sent for signature to Olive Francis (olivehfrancis@icloud.com) and Kate O'Sullivan (kate@ggca.org.uk) from joanne@ggca.org.uk IP: 176.26.190.13
 VIEWED	<b>25 / 05 / 2025</b> 11:02:26 UTC+2	Viewed by Olive Francis (olivehfrancis@icloud.com) IP: 86.154.90.37
 SIGNED	<b>25 / 05 / 2025</b> 11:02:56 UTC+2	Signed by Olive Francis (olivehfrancis@icloud.com) IP: 86.154.90.37
 VIEWED	<b>19 / 06 / 2025</b> 09:26:49 UTC+2	Viewed by Kate O'Sullivan (kate@ggca.org.uk) IP: 176.26.190.13
 SIGNED	<b>19 / 06 / 2025</b> 09:26:59 UTC+2	Signed by Kate O'Sullivan (kate@ggca.org.uk) IP: 176.26.190.13
 COMPLETED	<b>19 / 06 / 2025</b> 09:26:59 UTC+2	The document has been completed.