**Teeny Tots Day Nursery**

**Complaints Procedure**

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

Suggestions on how to improve the provision are always welcomed.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes. All complaints will be handled in a sensitive and confidential manner.

**Making concerns known**

Any parent/carer who is uneasy about any aspect of the Nursery’s provision should make their concerns known to the room supervisor or manager.

If there is no satisfactory outcome or the problem reoccurs, the parent/carer should:-

* Put the concerns or complaint in writing
* Request a meeting with the manager.
* Have a written record of the discussion made and agreed

Most problems should be resolved informally at this initial stage.

Should the complaint involve the manager the parent should speak to the deputy manager/Person in charge – Victoria Richards and follow the above procedure.

Following these discussions parents may take up the complaint with the CIW as the regulatory body.

Parents/carers are able to contact the CIW (Care Inspectorate Wales) at the following address:

**Care Inspectorate Wales**

**South West Region**

**Government Buildings**

**Picton Terrace**

**Camarthan**

**SA31 3BT**

[**www.careinspectorate.wales**](http://www.careinspectorate.walesk)

 **Tel: 0300 7900 126**

**The nursery receives an annual inspection by the CIW**

If a parent/carer/staff member has concerns about the way their data is being stored or handled they can take up the complaint by initially following the above procedure or contacting ICO: <https://ico.org.uk/fororganisations/report-a-breach/>

Revised by: K. Jones

Revised: 3rd June 2019

Next Review due: June 2020