



Cylch Meithrin Tedi Twt

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Compliments and complaints procedure

A Welsh language version of this policy is available. If there is any ambivalence about the wording of the policy, the Welsh language version is always the correct copy.

Cylch Meithrin Tedi Twt follows this policy, reviews it annually and updates it as required.

The leader of Cylch Meithrin Tedi Twt will ensure that every member of staff understands this policy.

Cylch Meithrin Tedi Twt will ensure that parents and carers are aware of this policy by taking the following steps:

(This list is not exhaustive.)

- 1 The Policy will be placed on the Cylch Meithrin Website
- 2 Policy to be given in a handbook to parents/ carers
- 3 Draw the attention of parents and carers to the policy during parents evenings / mornings.

REVIEWED BY

DATE

(Name)

(Signature)

(Date)

(We will review our policy annually and notify CIW, where appropriate, of any changes we make.)



COMPLIMENTS AND COMPLAINTS POLICY

Aim

The Cylch Meithrin aims to give satisfaction to its customers at all times by providing a service of the highest standard in all aspects of its work.

Principles

It is important to the Cylch Meithrin that we reach expectations, and as such it is essential that we are aware of any occasion when we have fallen below the expected level.

The Cylch Meithrin welcomes the opinions of parents / guardians / carers about the service it provides, so that it can be improved, if necessary. If parents / guardians / carers or any other member of the public are unhappy with any aspect of the services provided by the Cylch Meithrin, they should be referred to the setting's Compliments and Complaints Policy.

Parents are informed of the policy and of the compliments and complaints procedure before their child starts in the setting. Training is provided for all the staff on how to implement the Compliments and Complaints Policy and the Code of Practice.

The Rights of the Child

Ensuring that everyone knows how to compliment or complain about our service is an essential part of respecting the Rights of the Child as stated in the United Nations Convention on the Rights of the Child. In particular:

- Article 3: All organisations concerned with children should work towards what is best for each child.
- Article 12: Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account.
- Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them.
- Article 29: Education should develop each child's personality and talents to the full. It should encourage children to respect their parents, and their own and other cultures.



Code of Practice

The Responsible Individual supported by the Person with Care will ensure that all the staff understand and receive a copy of the Compliments and Complaints Policy and are trained appropriately.

The Cylch Meithrin will undertake an annual self-assessment (see appendix 9a: *Evaluation at the End of your Child's Time in the Cylch* and 9b: *Evaluating the Service During the Child's Period in the Cylch* in the Llyfr Mawr Piws).

The Cylch Meithrin will establish a robust procedure for receiving complaints and will attempt to resolve them in a constructive way as soon as possible. Throughout the complaints procedure, the voice of the child must be considered and respected, and all actions taken must be in the best interest of the child.

Types of Complaint

A complainant is defined as any service user who is unhappy with any aspect of the Cylch Meithrin's services.

This includes:

- Any service user who is unhappy with the performance / behaviour / the service given to them by a member of staff, volunteer, or member of the Cylch Meithrin Committee.
- Any complaint by a service user related to an allegation against a Registered Person.
- Any service user who believes that the Cylch Meithrin, as an organisation, has acted unprofessionally / incorrectly in a specific situation.

Dealing with Complaints

On receiving information about any complaint which falls into the 3 categories listed above, the person who receives the complaint should refer the matter at once to the Responsible Individual.

All complaints should be handled in a sensitive manner respecting the confidentiality of all involved. If a parent / guardian / carer or another member of the public is dissatisfied with any aspect of the service, the procedures listed below will be followed.

The Responsible Individual is responsible for ensuring that the correct procedures are followed in order to respond to the complaint in a constructive manner as swiftly as possible and within 10 working days (14 days in total).

The steps outlined in the National Minimum Standards (Standard 19) should be followed with regard to the information which is recorded and kept about any complaint.

If the complaint relates to an accusation against the Responsible Individual then Mudiad Meithrin, through the local Support Officer, should be contacted for further guidance. Cylchoedd Meithrin and their committees are independent entities and Mudiad Meithrin does not line manage them directly. Mudiad Meithrin will not necessarily respond to or investigate any complaint. Mudiad Meithrin will provide advice and guidance on the process which needs to be followed.



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At the request of CIW the Responsible Individual will be responsible for preparing a report of every complaint received by the Cylch Meithrin during the previous 12 months, and the steps taken to address each complaint.

Action	Timetable	Responsibility
Contact the Person in Charge or the Responsible Individual to voice the complaint verbally. All details relating to the complaint and the complainant must be referred, including the e-mail, address, names and phone number of the complainant.	Immediately.	Recipient of the complaint.
If the complaint involves an accusation of child abuse, the Cylch Meithrin will act immediately by following its Child Safeguarding Policy which conforms to the Welsh Safeguarding Procedures (safeguarding.wales)		
Inform the complainant about any advocacy services or support services available to them	As soon as possible after receiving the complaint.	Responsible Individual
If a complaint relates to a child that has been placed in the setting by the local authority, inform the complainant that they have a right to complain to the local authority.	As soon as possible after receiving the complaint.	Responsible Individual
Confirm the complaint has been received, try to resolve the matter and inform the complainant of the steps taken. <ul style="list-style-type: none"> With the consent of the complainant, the Responsible Individual can make arrangements towards mediation and reconciliation, or seek support from an independent agency or person if appropriate, to solve the complaint. 	Up to 3 working days. (But try to do so on the day the complaint is received).	Responsible Individual



Complaints Subject to Concurrent Consideration

The Cylch Meithrin will act in accordance with The Child Minding and Day Care (Wales) Regulations 2010 when dealing with “Complaints subject to concurrent consideration”.

If the investigation by the Cylch Meithrin into the complaint coincides with a separate investigation by another body to the same complaint, the Responsible Individual the complainant, and any other relevant individuals or organisations (e.g. Social Services, the Police, CIW) must decide and agree on how to proceed with the complaint.

Complaints of this type include:

- Where the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal.
- Where the Responsible Individual is taking or is proposing to take disciplinary action.
- Where the Responsible Individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.
- Where a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults.
- where the Responsible Individual has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000 (removal etc. from register)(1)
- where the Responsible Individual has been notified that a local authority has or is instigating child protection enquiries.

If it appears to the Responsible Individual, that proceeding with the Cylch’s investigation would prejudice the other investigation, then they can decide not to continue to consider the complaint as it is under concurrent consideration.

If it is decided not to continue to investigate the complaint, then the Responsible Individual must:

- inform the complainant of the decision.
- Familiarise themselves with the details of the concurrent investigation, and inform the complainant when that investigation is concluded.
- re-start any investigation if the concurrent investigation does not proceed.
- re-start the investigation if the concurrent investigation is concluded, and the complainant requests that the complaint be reconsidered.

Further information can be found here:

<http://www.legislation.gov.uk/wsi/2010/2574/contents/made>



GWERTHUSIAD AR DDIWEDD CYFNOD Y PLENTYN YN Y CYLCH

EVALUATION AT THE END OF YOUR CHILD'S TIME IN THE CYLCH

Cylch Meithrin Tedi Twt

<p>Rhowch groes yn y blwch sy'n cyfateb â'ch barn Place a cross in the box which reflects your opinion</p>	<p>Rhagorol Excellent</p>	<p>Da iawn Very Good</p>	<p>Da Good</p>	<p>Bodddhaol Adequate</p>	<p>Gellir gwella Room for improvement</p>
<p>Pa mor effeithiol oedd y wybodaeth am y gwasanaeth a gawsoch, ar lafar ac yn ysgrifenedig, wrth gofrestru eich plentyn yn y Cylch? <i>How effective was the information you received about the service, orally and in writing, when registering your child in the Cylch?</i></p>					
<p>Pa mor effeithiol oedd trefniadau setlo eich plentyn yn y Cylch? <i>How effective were the arrangements for settling your child in the Cylch?</i></p>					
<p>Pa mor effeithiol oedd y dull o drafod datblygiad a chynnydd eich plentyn yn ystod ei gyfnod yn y Cylch? <i>How effective were the methods for discussing your child's development and progress during his period in the Cylch?</i></p>					
<p>Pa mor effeithiol oedd y cymorth a gawsoch gan y Cylch yn ystod cyfnod eich plentyn yn trosglwyddo i'r ysgol? <i>How effective was the support you received by the Cylch during the period your child was transferring to school?</i></p>					
<p>Pa mor effeithiol oedd gweithgareddau allanol y Cylch o ran cymdeithasu a dod i adnabod rhieni/gofalwyr/gwarcheidwaid eraill? <i>How effective were the external Cylch activities regarding socialising and getting to know other parents/carers/guardians?</i></p>					
<p>Rhowch sylwadau ar y gwahaniaeth wnaeth mynychu'r Cylch i'ch plentyn ac i chithau? <i>Comment on the difference attending the Cylch has made to your child and to you.</i></p>					
<p>Pa mor effeithiol oedd y trefniadau i drafod unrhyw anhawsterau neu bryderon oedd gennych am y gwasanaeth? <i>How effective were the arrangements made to discuss any difficulties or concerns you had about the service?</i></p>					



GWERTHUSO GWASANAETH YN YSTOD CYFNOD Y PLENTYN YN Y CYLCH

EVALUATING THE SERVICE DURING THE CHILD'S PERIOD IN THE CYLCH

CYLCH MEITHRIN TEDI TWT

Rhowch groes yn y blwch sy'n cyfateb â'ch barn Place a cross in the box which reflects your opinion	Rhagorol Excellent	Da iawn Very Good	Da Good	Bodddhaol Adequate	Gellir gwella Room for improvement
Sut groeso gawsoch chi pan yn ymweld â'r Cylch Meithrin am y tro cyntaf? <i>What kind of welcome did you receive when you visited the Cylch Meithrin for the first time?</i>					
Sut groeso gewch chi a'ch plentyn ar ddechrau pob sesiwn o'r Cylch Meithrin? <i>What kind of welcome do you and your child receive at the beginning of every session in the Cylch Meithrin?</i>					
Nodwch eich barn am y gofal mae eich plentyn yn ei dderbyn yn y cylch? <i>What is your opinion of the care your child receives in the Cylch?</i>					
Nodwch eich barn am yr adnoddau a gweithgareddau a gynigir i'ch plentyn yn y Cylch? <i>What is your opinion of the resources and activities on offer to your child in the Cylch?</i>					
Nodwch eich barn am y dull o adael i chi wybod am y gweithgareddau a wneir gyda'r plant yn y Cylch Meithrin? <i>What is your opinion of the way you are informed about the activities which your child undertakes in the Cylch Meithrin?</i>					
Nodwch eich barn am y drefn a gynigir i chi drafod datblygiad eich plentyn? <i>What is your opinion of the arrangements made for you to discuss your child's development?</i>					
Pa mor effeithiol, yn eich tyb chi, yw dull marchnata'r Cylch? <i>How effective, in your opinion, are the methods used to market the Cylch?</i>					
Unrhyw Sylwadau Eraill: <i>Any Other Comments:</i>					