### Complaints Policy and Procedure

The Lil Rascals celebrates achievements and success and looks for ways to improve the service for families. The Lil Rascals welcomes suggestions and constructive criticism from parents/carers and children to help us maintain a high-quality provision.

Share your concerns and suggestions by:

* Speaking to The Lil Rascals’ Senior Playworker - if you prefer to do this outside of normal Club hours and in confidence, please arrange a convenient time.
* Email The Lil Rascals at [info@thelilrascals.co.uk](mailto:info@thelilrascals.co.uk)
* Completing a contact form through our website
* Call 01633 741641 to speak to a Senior Playworker or Club Owners

The Lil Rascals feeds back any action taken in response to suggestions, comments and concerns either verbally, in writing or when appropriate by placing a notice on the notice board about any changes made to operations as a result.

From time to time, a parent/carer, child (or local authority arranging care for a child in The Lil Rascals), may find it necessary to make a complaint.

The Lil Rascals’ policy is to respond to and resolve complaints quickly, effectively and where possible in a positive and informal manner.

To help you, there are forms you can use (including a separate form for children) which are in the Families’ Handbook given to parents/carers (or a local authority arranging care for a child) when a child starts attending The Lil Rascals.

At all times, the welfare of the child is safeguarded and promoted, and their wishes and feelings are taken into account.

All staff at The Lil Rascals are familiar with the complaints policy and procedure and confidentiality is adhered to.

**In the event of a complaint:**

If your complaint is about the Responsible Individual, you must follow the **STAGE 2 procedure** (called the formal consideration) and inform Care Inspectorate Wales (CIW), 0300 7900 126 or email [**CIW@gov.wales**](mailto:CIW@gov.wales). CIW may ask you to follow up a verbal complaint in writing.

If you think your complaint is of a safeguarding nature, then please speak to The Lil Rascals’ Responsible Individualwithout delay and refer to The Lil Rascals’ safeguarding policy.

In all other cases, address your complaint to the Responsible Individual or The Lil Rascals Managerwho has been delegated by the Responsible Individual to resolve complaints.

At any time during the process of your complaint being resolved, you have the right to complain to CIW or, where relevant, the local authority which has arranged for the care of a child at The Lil Rascals.

|  |
| --- |
| **The role of CIW in the complaints process:** CIW is happy to receive feedback about any social care service but is not a complaints agency and has no statutory powers to investigate individual complaints between people and their service providers. They cannot make judgments on behalf of people or decide who is right or wrong.  When CIW receives feedback about a service, they will consider it and inform the complainant. They will take one of the following actions:   * Undertake an inspection of the service within an identified timescale (a copy of the focused inspection report is sent to the complainant); * Consider the information within the next planned inspection of the service; * Advise the complainant to contact an identified agency; * Refer the complainant to the service about which the complaint was made for resolution under their own complaints procedure; * Advise the complainant that their information has been recorded and that there is no further action required from CIW.   See also: <https://careinspectorate.wales/> |

**STAGE 1: Local resolution of a complaint (complaints resolved within The Lil Rascals within 14 days)**

* Your complaint is acknowledged within 2 days.
* The complaint is investigated. The Lil Rascals’ Responsible Individual or The Lil Rascals Managerwho has been delegated by the Responsible Person to resolve complaints decides how best to do this in each case, but may involve:
* Making arrangements for a meeting with all relevant parties to discuss the issues, when it is appropriate, and with your agreement.
* Advising you about the availability of advocacy[[1]](#footnote-1) to assist you during the procedure.
* A written record is made of the investigation, any discussion (including any witness statements) and any decisions or agreements made at any meeting.
* A written report and draft response is made for the Responsible Individualand presented within **7**days of receipt of the initial complaint.
* You are sent a letter/email within **14** days of receipt of your complaint telling you that your complaint has been resolved, and of any action that has been taken as a result.
  + In certain circumstances, with your agreement, the 14 days can be extended for a further **14** days.
  + You are also advised that if you are unhappy with this process or the outcome of the complaint you can contact CIW, but please note the information provided in the box above.
* The Lil Rascals makes a written record of outcomes of the investigation, and any action taken.
* A copy of the complaint record is kept for The Lil Rascals’ records and a summary is made available for CIW at their request.

**STAGE 2: Formal consideration of a complaint (stage 2) - when the complaint is dealt with by an agency outside The Lil Rascals.**

The formal consideration, can begin either if the initial discussion (stage 1) has not been resolved and the complainant requests a formal consideration, or if the complainant wishes to go straight to stage 2 from the start. The decision rests with the person making the complaint[[2]](#footnote-2)**.**

* These types of complaints are resolved as soon as reasonably practicable, and in any event within **35** working days of the request for formal consideration.
* The outcomes of a formal consideration are confirmed in writing by the Responsible Individual to you (the complainant) and summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
* A copy of a written response is sent (by the Responsible Individual) to the appropriate office[[3]](#footnote-3) and to any local authority which has arranged for care for a child within The Lil Rascals.
* The time limit may be extended with your agreement.
* If the complaint has not been resolved within 35 working days of the request for formal consideration, the Responsible Individual notifies the appropriate office of the complaint and reasons for the delay in resolution.

**Complaints subject to concurrent consideration:**

A complaint may be part of another, wider investigation, such as safeguarding, or a staff disciplinary process. In these circumstances, or where a complaint relates to any of the following matters:

* About which the complainant has stated in writing that they intend to take legal proceedings or;
* The Responsible Individual is taking or proposing to take disciplinary proceedings or;
* About which the Responsible Individual has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.

The Responsible Individual considers, in consultation with the complainant and any other relevant agency how the complaint will be handled. In this case the Responsible Individual may decide to discontinue investigating the complaint subject to concurrent consideration if it appears that to continue, would compromise or prejudice the handling if the wider investigation.

In which case the Responsible Individual:

1. Informs the complainant of the decision to discontinue.

2. Can resume the investigation at any time.

3. Ascertains the progress of the concurrent consideration and notifies the complainant when it is concluded.

4. Resumes consideration of the complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be considered.

**At all times during any complaint investigation The Lil Rascals places safeguarding and protection of children as their highest priority.**

1. Someone of your choice who can advise you and /or act on your behalf during the complaint procedure [↑](#footnote-ref-1)
2. 7.1.1 *Listening and Learning: A guide to handling complaints and representations in local authority social services in Wales* (ISBN 978 1 4734 1467 9) WG 2014 [↑](#footnote-ref-2)
3. Of the body undertaking the formal investigation e.g. CIW [↑](#footnote-ref-3)