

## Complaints

Children and parents/carers are entitled to expect courtesy, prompt and careful attention to their needs. A copy of our complaints procedure is located in the main entrance clearly marked on our parent information board. A copy of our procedure can be requested at any time and parents can also access a copy by downloading it from our website, [littlestarsdeeside.com](http://littlestarsdeeside.com). We welcome suggestions on how to improve our services, and any recommendations for changes in procedure will be fully noted and acknowledged. Should there be any aspect of our service that parents are uneasy about or not happy with the care which their child is receiving, we ask parents to please bring it to our attention. We deal with all complaints as soon as possible, in a sensitive and confident manner. We welcome all complaints, either verbal or written, all of which are dealt with promptly, written on the complaints form either by the parent or the manager, investigated immediately and a written account of the outcome will be issued within 14 working days of the date we receive the complaint. The parent is invited in for a meeting to discuss the outcome. We welcome both positive and negative feedback. We ensure that children and their parents feel confident that their complaint is listened to, taken seriously and acted on. If a complaint is made to a member of staff, then it is that member of staff's duty to report it immediately to the manager and senior staff.

Any concerns are recorded and dealt with in the same manner as complaints.

If the complaint is still not resolved, you can refer the matter to:-

CIW Inspector 0300 7900 126 (phone)

[CIW@gov.wales](mailto:CIW@gov.wales) (Email)

CIW North Wales Region  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ  
(Postal)

If the complaint is about the manager, then it needs to be referred to CIW and Responsible Individual.