

The Venture (Wrexham) Limited

Complaints Policy

Policy

Fairness and civility towards all members and visitors are important factors within the Venture, in an effort to avoid resentment and disputes whilst promoting the happy, safe and secure environment for children, young people and adults. This said there is an acceptance that individuals may not always be satisfied with the level of service they or their children receive.

Statement

As a registered group with the Care and Social Services Inspectorate Wales, the Venture is committed to ensuring that all complaints will be dealt with in a timely, confidential and considerate manner in an attempt to make an early resolution to every occurrence.

*Above all **GOOD COMMUNICATION** between all staff and visitors is the best way of ensuring that complaints never arise.*

Definition

A complaint can be defined as a feeling of dissatisfaction, resentment or injustice on the part of any parent, guardian, visitor, child, young person or adult to the Venture in which they themselves feel as grounds for complaint.

The Venture (Wrexham) Limited

Complaints Procedures

Procedure

This procedure sets out the steps that should be taken by the complainant to highlight an unsatisfactory occurrence and also the steps that will be taken by the staff of the Venture to ensure a satisfactory outcome. *It should be stressed that the complainant at any time can complain to the Governing Authority for the Venture, which in this case is the CIW (Care Inspectorate Wales).*

So that complaints can be dealt with a timely and efficient manner each complainant should highlight the following areas, which will be recorded for investigation purposes.

- Name of Complainant.
- Nature of Complaint.
- Date and Time of Complaint.
- People involved, if relevant.

Stage 1 – Local Resolution - Please take your concern immediately to the duty play leader. This action may help to allay your fears or clear up any misunderstanding. If your complaint or nature of concern is towards a member of staff or adult caring for your child and approaching them is not appropriate, please raise your issue with the Assistant Manager or The Chief Officer. This stage should be resolved within 14 days, unless agreement has been negotiated with complainant for a further 14 days. The Venture does have the responsibility to record all complaints and consequently confirm in writing to the complainant of the agreed resolution.

Most problems should be resolved at this stage, however, if your complaint relates to the Registered person of the Venture Early Years Centre, i.e. The Early Years Centre Manager or the Chief Officer of the Venture, you may wish to take your complaint directly to the Chairperson of the Board of Director

As the complainant you have the right to have someone present to support you at all times, this may be a relative or friend or an appropriate advocacy service.

Stage 2 – Formal Consideration - If the complainant feels a more formal consideration is appropriate with the involvement of independent investigations, then the complainant should contact the Children's Day Care Inspector, highlighting their complaint. The Venture does have a responsibility to support you in this process and will be extremely considerate of your complaint and the investigation you are calling for. This process, like

stage 1, should be resolved as soon as possible, however should be determined within 35 days of the request for formal consideration. Again, this time limit may be extended with the agreement of the complainant.

If the nature of the complaint relates to a matter that extends to a more prolonged period of time due to further investigations, the Venture will continue to support the complainant and keep regular communications with regard to complaint proceedings.

The Venture does have a responsibility to record all complaints and keep a record of all actions taken and communications to resolve highlighted issues.

Contact Numbers:

Duty Play Leader	(see notice board for today's duty)	
Deputy Play Manager	Linda Platt	Tel No.01978 340704
Chief Officer	Malcolm King	Tel No. 01978 355761
Chairperson	Janet Growcott	Tel No. 01978 355761

**Advocacy Service:
Citizens Advice Service**
35 Grosvenor Road
Wrexham
LL11 1BT
Tel No. 01978 364639

CIW – Care Inspectorate Wales
Welsh Government
Rhydycar Business Park
Cardiff
CF48 1UZ

Tel No. 0300 7900126

Reviewed Sept 2018
