



Nursery Plus Pen-y-Bryn & Pre Nursery Pen-y-Bryn

Complaints Policy

As a member of Early Years Wales (formally known as Wales PPA), Pre Nursery Pen-y-Bryn and Nursery Plus Pen-y-Bryn aim to enhance the development, care and education of children by encouraging parents to understand and provide for their needs through high quality provision.

Both Pre Nursery Pen-y-Bryn and Nursery Plus Pen-y-Bryn offer 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 in Pre Nursery and Nursery Plus are welcomed.

Parents/carers and children are entitled to expect courtesy and prompt attention to their concerns and wishes.

Making Concerns Known

Any parent/carer who is uneasy about any aspect of the Pre Nursery or Nursery Plus' provision should talk over any worries and anxieties with staff or Richard Monteiro (Registered individual).

If there is no satisfactory outcome within (two) weeks, or the problem reoccurs, the following procedure should be invoked:

- put the concerns or complaint in writing
 - request a meeting with the Manager and Registered individual
 - have a representative present for both parties
 - have a written record of the discussion made and agreed.
1. The Registered individual must advise the complainant of their right at any time to complain to the Welsh Ministers
 2. The registered individual must inform the complainant of the availability of any advocacy services that the registered individual believes may be of assistance to the complainant. Where relevant and the complainant is a child, the registered person must advise the complainant that a local authority receiving a complaint must provide information and assistance for the complainants, and that it must in particular offer help in obtaining an advocate.
 3. The registered individual may in any case where it is appropriate to do so, and with the agreement of the complainant, make arrangements for conciliation, mediation or other assistance for the purposes of resolving the complaint.
 4. The registered individual must keep a written record of any complaint, the outcome of the investigation and any action taken in response.

5. The registered individual must supply to the appropriate office at the request of the Welsh Ministers a statement containing a summary of the complaints made during the preceding twelve months and the action taken in response to each complaint.

Local Resolution

1. Complaints that are dealt with locally (Ysgol Pen-y-Bryn) must be resolved by the registered individual as soon as reasonably practicable and in any event within 14 days.
2. Where the complaint is resolved under paragraph (1), the registered persons must confirm in writing to the complainant the agreed resolution.
3. The registered individual must, at the request of the Welsh Ministers, confirm the resolution of a complaint.
4. The time limit in paragraph (1) may be extended for up to a further 14 days with the agreement of the complainant.

Formal consideration

1. Complaints that are dealt with by way of formal consideration must be resolved as soon as reasonably practicable and in any event within 35 working days of the request for formal consideration.
2. The outcome of a formal consideration must be confirmed in writing by the registered individual to the complainant and must summarise the nature and the substance of the complaint, the conclusions and the action to be taken as a result.
3. The registered individual must send a copy of a written response to a complaint to the appropriate office
4. The time limit in paragraph (1) may be extended with the agreement of the complainant
5. If the complaint has not been resolved within 35 days of the request for formal consideration, the registered individual must notify the appropriate office of the complaint and the reasons for the delay in resolution

Complaints subject to concurrent resolution

- (1) Where a complaint relates to any matter-
 - a) About which the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal, or
 - b) About which the registered individual are taking or proposing to take disciplinary proceedings
 - c) About which the registered individual have been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings, or
 - d) About which a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children, or,
 - e) About which the registered individual have been notified that a local authority has or is instigating child protection enquiries,
 - f) About which the registered individual must consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled.

(2) The consideration of complaints subject to concurrent consideration may be discontinued if at any time it appears to the registered individual that to continue would compromise or prejudice the other consideration

(3) Where the registered individual decides to discontinue the consideration of a complaint under paragraph (2) the registered persons must give notice of that decision to the complainant

(4) Where the registered individual discontinue the consideration of any complaint under paragraph (2), consideration can be resumed at any time.

In certain circumstances, it will be necessary to involve the Care Inspectorate Wales (CIW) who have a duty to ensure that the requirements of the Children Act 1989 are met. Early Years Wales works in partnership with the Local Authority and CIW to encourage high standards. CIW would be involved if:

- a child appeared to be at risk of any kind
- there appeared to be a possible breach of registration requirements

In these cases the parents/carers and Ysgol Pen y Bryn will be informed and the Early Years Wales Fieldworker/Regional Executive Officer will work with the Local Authority and/or CIW to ensure that the complaint is properly investigated and appropriate action taken.

Complaints should be made constructively and resolved at an early stage. In the best interests of the parents/carers, children and group, complaints must be taken seriously, and dealt with fairly and **confidentially**.

An appointed person will notify the complainant of any outcome.

An accurate and detailed record will be kept of all complaints, which will include the following information.

- name of complainant
- nature of complaint
- date and time of complaint
- action taken in response to complaint
- result of complaint investigation
- information given to complainant.

Contact numbers are: -

Registered Individual:

Name: Richard Monteiro

Address: Ysgol Pen y Bryn Wentworth Ave, Colwyn Bay, Conwy. LL29 6DD

Tel. Number: 01492 531260

Nursery Plus Manager

Name: Andrea Baron

Address: Ysgol Pen y Bryn, Wentworth Avenue, Colwyn Bay, Conwy. LL29 6DD

Tel. Number: 01492 531260

Pre Nursery Manager

Name: Emma Whiteley

Address: Ysgol Pen y Bryn, Wentworth Avenue, Colwyn Bay, Conwy. LL29 6DD

Tel. Number: 01492 531260

CIW:

Name: Ruth Rowlands

Address: CIW, WAG Offices Sarn Mynach, Llandudno Junction, Conwy

Tel. Number: 03007900126

This policy has been reviewed and approved by the Governing Body

Signed: _____

Date: January 2026

Review date: January 2027