



Brynteg Tigers Out of Hours Club Complaints Procedure

Policy Approved by: Michelle Firth

Policy Reviewed: September 2026

Next Review Due: September 2027

Responsible Individual: Michelle Firth

1. Policy Statement

Brynteg Tigers Out of Hours Club is committed to providing high-quality childcare in a safe, supportive, and welcoming environment. We take all complaints seriously and view them as opportunities to reflect, learn, and improve our service.

Parents, carers, staff, volunteers, visitors, and children should feel confident that concerns will be listened to, recorded, and acted upon promptly, fairly, and without judgement.

This procedure complies with The Child Minding and Day Care (Wales) Regulations 2010, Care Inspectorate Wales (CIW) requirements, and UK GDPR.

2. Scope

This procedure covers complaints or concerns relating to:

- Care, safety, wellbeing, or supervision of children
- Staff conduct or professionalism
- Environment, equipment, or resources
- Policies, procedures, or management decisions
- Communication with families
- Safeguarding or regulatory compliance
- Interactions between children or child-on-child concerns

Complaints may be raised by parents, carers, children, staff, volunteers, visitors, or external professionals.

3. Principles

- **Open & Accessible** — Anyone can raise a concern easily and without fear.
- **Fair & Impartial** — Complaints are investigated objectively.
- **Confidential** — Information is shared only with those directly involved.
- **Timely** — We aim to resolve concerns quickly and efficiently.
- **Non-Retaliatory** — No one will be disadvantaged for raising a genuine complaint.
- **Supportive** — Children are helped to express concerns in age-appropriate ways.
- **Transparent** — Outcomes and actions are clearly communicated.

4. How to Raise a Concern or Complaint

Stage 1 — Informal Resolution

Most concerns can be resolved quickly through discussion.

- Speak to any staff member or the Responsible Individual (Michelle Firth) as soon as possible.
- Staff will listen, acknowledge the concern, and aim to resolve it immediately.
- A brief written note will be made in the Concerns Log.

If resolved, no further action is required.

Stage 2 — Formal Complaint to the Responsible Individual

If the issue is serious or remains unresolved:

1. Submit the complaint in writing to **Michelle Firth**, or verbally if preferred (we will help record it).
2. Include:
 - Your name and contact details
 - Details of the complaint
 - Dates, times, and people involved
 - Any supporting information
3. We will acknowledge receipt within 5 working days.
4. The Responsible Individual will investigate promptly, which may include:
 - Speaking with staff
 - Reviewing records
 - Checking policies or procedures
 - Gathering additional information
5. A written response will be provided within 28 calendar days, outlining:
 - Findings
 - Decisions
 - Actions taken
 - Any follow-up required

Stage 3 — Escalation to CIW

If you remain dissatisfied after Stage 2, or if the complaint relates to a regulatory matter such as:

- Safeguarding
- Health and safety
- Staff ratios
- Qualifications
- Serious misconduct
- Regulatory compliance

You may contact **Care Inspectorate Wales (CIW)** directly:

- **Phone:** 0300 7900 126
- **Email:** ciw@gov.wales
- **Online:** <https://www.careinspectorate.wales/contact-us/get-in-touch>

CIW may investigate independently or request further information from the setting.

5. Timescales

We aim to handle complaints promptly:

- **Informal concerns:** Same day or within **5 working days**
- **Formal complaints:** Full written response within **28 calendar days**
- **Urgent safeguarding concerns:** Reported immediately to the DSP and relevant agencies

If more time is required due to complexity, families will be informed.

6. Record Keeping

- All concerns and complaints (informal and formal) are recorded in the Complaints Log.
- Records include:
 - Date and time
 - Name of complainant (if provided)
 - Nature of complaint
 - Actions taken
 - Outcome
 - Any follow-up required
- Records are stored securely in line with UK GDPR.
- Complaints are retained for at least 3 years (longer if safeguarding-related).
- CIW may request access to records at any time.

7. Support for Children

Children can express concerns:

- Verbally
- Through play
- Using drawings or writing
- Through trusted staff members

Staff will listen sensitively, record concerns appropriately, and follow safeguarding procedures if needed.

8. Unreasonable or Malicious Complaints

We treat all genuine complaints fairly. However:

- Abusive, threatening, or discriminatory behaviour
- Repeated vexatious complaints
- Malicious allegations

may be managed under our Code of Conduct for Parents/Carers and could result in restricted communication channels.

This does not apply to genuine safeguarding concerns.

9. Low-Level Concerns About Staff

In line with CIW expectations, any concern about staff behaviour — even if minor — must be reported to the Responsible Individual or DSP.

Examples include:

- Unprofessional language
- Inconsistent boundaries
- Over-familiarity

- Behaviour that “feels uncomfortable”

Low-level concerns are recorded, reviewed, and escalated if necessary.

10. Safeguarding & Complaints

Any complaint that raises a safeguarding concern will be immediately passed to the Designated Safeguarding Person (DSP) and handled according to the Safeguarding & Child Protection Policy.

This includes concerns about:

- Harm to a child
- Staff conduct
- Child-on-child abuse
- Unsafe practice
- Neglect or emotional harm

Safeguarding complaints may be referred to Social Care or CIW without parental consent if a child is at risk.

11. Review

This Complaints Procedure is reviewed annually or sooner if required by:

- Changes in legislation
- CIW guidance
- Feedback from families
- Significant incidents or learning outcomes



Brynteg Tigers Out of Hours Club Complaints Log

Setting: Brynteg Tigers Out of Hours Club

Responsible Individual: Michelle Firth

1. Date & Time Complaint Received

Date: _____ Time: _____

3. Name of Complainant

(If the complainant wishes to remain anonymous, write "Anonymous")

Name: _____

Relationship to Child/Setting: _____

Contact Details: _____

4. Method of Complaint

Tick one:

- ☐ Verbal
- ☐ Written
- ☐ Email
- ☐ Phone
- ☐ Through child
- ☐ Other (specify): _____

5. Details of Complaint

(Record factual information only. Include what happened, who was involved, and any relevant dates/times.)

Summary of Complaint:

6. Staff Member Receiving Complaint

Name: _____

Role: _____

7. Immediate Actions Taken

(E.g., reassurance given, safety measures, information gathered, staff spoken to.)

8. Investigation Details

(Completed by Responsible Individual)

- Staff consulted: _____
- Records reviewed: _____
- Evidence gathered: _____
- Notes: _____

9. Outcome of Complaint

(E.g., resolved, partially resolved, not upheld, referred to CIW.)

10. Communication with Complainant

- Date response provided: _____
- Method:
 - ☐ Verbal
 - ☐ Written
 - ☐ Email
- Summary of response: _____

11. Follow-Up Required

(E.g., staff training, policy review, monitoring, referral.)

- ☐ Yes
- ☐ No

If yes, details:

12. Safeguarding Considerations

(If complaint relates to safety, harm, staff conduct, or child-on-child concerns, notify DSP.)

- ☐ Referred to DSP
- ☐ Referred to Social Care
- ☐ Referred to CIW
- ☐ Not applicable

Notes:

13. Logged By

Name: _____

Role: _____

Signature: _____

Date: _____

14. Review by Responsible Individual

Name: _____

Comments:

Signature: _____ Date: _____

15. Record Storage

(For GDPR compliance)

- Stored securely:
 - ☐ Yes
 - ☐ No
- Retention period: Minimum 3 years (longer if safeguarding-related)