Complaints and children's complaints procedure

Ysgol Y Foel Out of School Club | Revised 24 November 2026

Policy statement

We welcome feedback, suggestions and constructive criticism from children, parents, carers and others using our service. We aim to resolve concerns promptly, fairly and sensitively. In this policy, parents includes those with parental responsibility, guardians and authorised carers.

This procedure has regard to the Child Minding and Day Care (Wales) Regulations 2010 (as amended), regulations 32–36, and the National Minimum Standards for Regulated Childcare (2026), Standard 19.

- Seek views from children, parents and others through our annual quality of care review and act on feedback where practicable.
- Maintain a written record of concerns, complaints, decisions and actions.
- Ensure all staff, volunteers and students understand this procedure and handle information confidentially.
- Provide copies of the procedure in accessible formats, including appropriate language and communication support. No child or family will be disadvantaged for raising a concern.

How to raise a concern or complaint

Speak to the Person in Charge (Mrs Napper) or contact the club via the school office on 01352 740197. Suggestions may also be left in the suggestion box in the main foyer. Complaints may be made verbally or in writing, with assistance or an advocate if desired.

Mrs Amanda Walker is the named complaints officer in the previous policy. During her absence, the committee will designate an acting complaints officer and communicate their name and contact details to families and staff. Until confirmed, the Person in Charge will refer complaints promptly to an available, unconflicted committee representative. The registered provider remains accountable for the procedure.

Where a complaint concerns the complaints officer, Responsible Individual or Person in Charge, refer it to an unconflicted committee representative (for example, the Secretary or Treasurer, subject to availability and conflicts of interest). The person complained about must not investigate their own complaint. Follow the formal procedure and inform CIW where required, including complaints about the registered person or Responsible Individual.

Stage 1: Local resolution

- Acknowledge receipt within three working days (the club's service target). Record the date received and the deadline.
- The complaints officer or delegated impartial representative investigates, gathers relevant evidence and may arrange a meeting with the complainant's agreement. Offer information about advocacy and support.
- Record discussions, witness accounts, decisions and agreed actions. Prepare a report and draft response for the appropriate unconflicted committee representative, aiming for day 12.
- Send a written outcome within 14 calendar days of receipt. Explain findings, actions and the right to request formal consideration or contact CIW.
- Where necessary, the local resolution period may be extended by up to a further 14 calendar days with the complainant's agreement. Record the agreement and revised deadline.

Stage 2: Formal consideration

A complainant may request formal consideration from the outset or if local resolution does not resolve the matter. The choice rests with the complainant.

- The registered provider arranges a fair formal investigation, using an impartial investigator who has not been involved in the complaint. Arrange independent consideration as appropriate.
- Resolve the complaint as soon as reasonably practicable and within 35 working days of the request for formal consideration. Any extension must be agreed with the complainant and recorded.
- Provide the complainant with a written response summarising the complaint, conclusions and actions. Send a copy to the appropriate CIW office and, where applicable, the local authority that arranged the childcare.
- If unresolved by 35 calendar days from the request, notify the appropriate CIW office of the complaint and reasons for delay, in accordance with regulation 35(5). This notification deadline is distinct from the 35-working-day resolution period.

Safeguarding and concurrent investigations

Safeguarding takes priority at all times. Concerns about a child's safety must be referred without delay under the Child Protection and Safeguarding Policy, to the designated safeguarding lead (Mrs Emma O'Neill, subject to confirmation) or available deputy. Contact social services directly if necessary; call 999 if there is immediate danger. Do not wait for a complaints investigation. Notify CIW of reportable events in accordance with the regulations.

If a complaint overlaps with legal proceedings, disciplinary action, criminal investigation or child protection enquiries, the registered provider consults the complainant and relevant agencies and seeks CIW advice where appropriate. Consider pausing only where continuing could prejudice the other investigation. Record the decision, inform the complainant, monitor progress and resume consideration when appropriate, including when the other process ends and the complainant requests it.

Records, confidentiality and service improvement

Maintain an accurate, secure complaint record, including:

- Name of complainant (where known), nature of complaint and date and time received.
- Actions taken, evidence, investigation findings and outcome.
- Information provided to the complainant and date of response, any extensions and reasons for delays.
- Escalations, notifications, agreed improvements and evidence that actions have been completed.

Records are restricted to those who need access, retained in accordance with the setting's retention arrangements and UK GDPR and Data Protection Act 2018, and made available to CIW as required. Information is shared lawfully where necessary for safeguarding or regulatory duties. Anonymised themes inform the annual quality of care review.

External contacts and rights

Children and parents may contact CIW at any stage, and may complain to the local authority at any time where it has arranged the child's care. They do not have to complete our internal procedure first.

CIW regulates and inspects childcare services. It considers concerns about safety and quality and may use them in its regulatory work or signpost to another organisation. It does not ordinarily resolve individual disputes on behalf of complainants.

Care Inspectorate Wales (CIW) – North Wales

Welsh Government office, Sarn Mynach, Llandudno Junction, LL31 9RZ
Telephone: 0300 7900 126 (CIW Connect)
Email: ciw@gov.wales
Website: www.careinspectorate.wales/contact-us

Children's Commissioner for Wales

Children's Rights Advice and Assistance Team
Freephone: 0808 801 1000
Email: advice@childcomwales.org.uk
Website: www.childcomwales.org.uk

Related policies and guidance

Child Protection and Safeguarding; Confidentiality and Data Protection; Whistleblowing; Staff Disciplinary; Equality and Inclusion; Additional Learning Needs; Quality of Care Review.

Welsh Government: National Minimum Standards for Regulated Childcare, Standard 19 (2026). www.gov.wales/national-minimum-standards-regulated-childcare

Child Minding and Day Care (Wales) Regulations 2010 (as amended): www.legislation.gov.uk/wsi/2010/2574/contents

Children's complaints procedure

We want you to feel safe, happy and have fun at Ysgol Y Foel Out of School Club. Your views matter. If something is worrying you or you think something is unfair, please tell us.

- Talk to an adult at the club you trust. You can ask a parent, friend or another trusted adult to help you.
- Write a note or draw a picture and put it in our comments box in the hall. You do not have to put your name on it. Staff check the box each day the club is open.
- You can ask to talk somewhere private. We will listen, take you seriously and explain what we can do to help.
- You will not get into trouble for telling us. If we need to tell another adult to help keep you or someone else safe, we will explain this to you.

If you are still unhappy, or would rather speak to someone outside the club, you can contact:

Care Inspectorate Wales: 0300 7900 126 | ciw@gov.wales

Children's Commissioner for Wales: 0808 801 1000 (free) | advice@childcomwales.org.uk

Policy approval and review record

Previous approval / version	7 July 2025
Date revised	24 November 2026
Name / position	Mrs Napper – Person in Charge
Approval authority	Out of School Club Committee (delegated authority)
Date approved	_____
Signature on behalf of provider	_____
Next scheduled review	July 2027
CIW notified (if applicable)	_____

Before adoption: confirm the acting complaints officer, safeguarding deputy, contact arrangements and location of the comments boxes. Review earlier if legislation, staffing or operational arrangements change.