

Fun Five Complaints Procedure

St John Lloyd Governors Fun Five Club aims to provide a high quality, efficient and accessible service to Parent/Carer(s) and children. The way that we work is reviewed regularly and we welcome suggestions and constructive criticism to help us maintain a high quality provision. However, from time to time a Parent/Carer or child may feel that they have a complaint against some aspect of our club, or an individual member of staff. Usually it should be possible to resolve any problems as soon as they occur by speaking to the Manager. If not, then you should follow the formal complaints procedure set out below.

INFORMAL STAGE

Initially speak to the Fun Five Manager – Mrs L Weston, if you prefer to do this outside of normal club hours and in confidence, please arrange a convenient time. The Manager will make every attempt to resolve the matter and will communicate the outcome to the complainant within 14 days of the complaint being made.

Should you not be satisfied with the outcome then you should move on to the formal complaints procedure.

FORMAL - STAGE ONE

1. Put your complaint in writing to the Manager. You should maintain a copy of the letter along with any other communications on this matter for your own records.

The Manager will sign and date the letter when received and will file it in the club's 'complaints' log book. All communications and actions taken regarding this complaint will be recorded by the Manager in the log book.

2. The Manager will acknowledge your complaint in writing as soon as possible and will forward a copy to the Responsible Individual Mrs C Hart and the club's Governing Body. The Manager will investigate the matter in full consultation with the Responsible Individual and the Governing Body. Confidentiality will be maintained throughout.
3. Members of staff involved will be asked in a constructive manner to give their account of the matter. No unfounded accusations will be made. If there is any delay in the investigation the Manager will advise you of the reasons. You will be kept up to date with what is happening and you will receive a full reply in writing within fourteen days.
4. The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken. A full account of the complaint, the actions taken and the final outcome will be communicated to the club's Responsible Individual and the Chair of Governors. The matter will also be reported at the next Governors meeting. If you are not satisfied with the outcome, you can ask the Manager to refer the matter to the next stage.

FORMAL - STAGE TWO

1. The Manager will refer the complaint and all the relevant documentation to the Responsible Individual - Mrs C Hart to act on behalf of the Governing Body. She will investigate the complaint and how it has been handled by the club Manager independently. This may involve convening a Governors meeting.
2. The Responsible Individual - Mrs C Hart, will send a response to the complainant within four weeks outlining how the complaint was investigated and detailing the final outcome.
3. The decision of the Governing Body is final.

FORMAL – STAGE THREE

1. Should you still be unhappy with this response and feel that if the matter is not resolved to your satisfaction the club's operation becomes detrimental to the quality of care provided to children and families then you should contact the Care Inspectorate Wales (CIW). CIW are the body with which this club is registered.

The CIW are keen to hear from users of services about their experiences and any concerns about the service they regulate.

When they receive a concern or complaint about a provider they look to see whether we are providing a safe service or if we are failing to meet the requirements and conditions of our registration. If they think we are not doing these things, they will carry out an immediate inspection to ensure this aspect is checked at the next scheduled inspection.

CIW are not a complaints agency and cannot deal with complaints linked to individual circumstances. If we are not able to deal with your particular complaint, they can direct you to the organisation best placed to help you.

Their contact details are as follows:

Care Inspectorate Wales
Welsh Government
Rhydycar Business Park
CF48 1UZ

Tel: 0300 7900 126
Email: CIW@gov.wales