Complaints Policy

The Woodland Works is committed to providing an open and accountable quality service for all, ensuring the children's welfare is safeguarded and promoted in positive ways.

"If something isn't right everyone will listen and help sort it out" gov.wales

The Woodland Works aims to ensure that:

a) This complaints policy and procedure is available for everyone. Everyone has a right to be heard.
b) Children and their parents can be confident their views and complaints will be listened to, taken seriously and acted on promptly.
c) We deal with complaints sensitively and confidentially.
d) We consider all complaints, and where possible, investigated and resolved locally.
e) We review and learn from complaints thereby improving our service.

The complaints procedure has 3 tiers, depending on the level of the complaint and ease of resolution.

1. Local Resolution / Informal complaint.

Upon receiving a complaint, The Woodland Works will investigate, keep a secure accurate and detailed record of investigation and outcome/ resolution.

The complainant will receive written notification of resolution within 14 days. With the agreement of the complainant the period for resolution may be extended by up to a further 14 days if necessary.

When the provision of child minding or day care for a particular child has been arranged by the local authority complainants are informed that they have the right at any time to complain to the local authority.

Complainants will also be informed that they have the right at any time to complain to CIW.

2. Formal Consideration

A formal complaint should be instigated if informal methods do not resolve the concern.

This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently and are appropriate to the needs of the children through a mediated and supportive service from the CIW.

The Woodland Works will:

a) Respond to the formal complaint in writing within 5 working days, stating the time period for a resolution within 35 working days.
b) The outcome of a formal consideration must be confirmed in writing by The Woodland Works to the complainant and must summarise the nature and substance of the complaint, the conclusions and the action to be taken as a result.
c) The Woodland Works will send a copy of a written response to a complaint to the appropriate office and to any local authority which has arranged for the provision of child minding or day care for a relevant child.
d) The time limit may be extended with the agreement of the complainant.
e) If the complaint has not been resolved within 35 days of the request for formal consideration, The Woodland Works will notify the appropriate office of the complaint and reasons for the delay in resolution.

3. Concurrent Consideration

Where the complainant, states in writing, they want to take the proceedings further, to court or tribunal, or if there is already an investigation involving any of the concerned parties.

The Woodland Works will consider, in consultation with the complainant and any other person or body which they consider appropriate to consult, how the complaint should be handled. Such complaints are referred to for the purposes of this regulation as “complaints subject to concurrent consideration”.

Complaints subject to concurrent consideration may be discontinued if at any time it appears to The Woodland Works or the complainant, that to continue would compromise other investigations.

The Woodland Works will resume consideration of any complaint where the concurrent consideration is discontinued or completed and the complainant requests that the complaint be reconsidered.

To make a complaint contact:

The Woodland Works,
Dan y Coed, Gwynfe, Llangadog, SA19 9TB.
Email - thewoodlandworks@gmail.com
Tel. 07407 136516.

Please provide the following details:

- Name and contact details
- Nature of complaint
- Date and time of complaint
- Resolution sought for

Use the word ‘complaint’ to avoid any misinterpretation of any comment, or other statements or correspondence received.

a) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
b) Complain to The Woodland Works within 8 weeks of the occurrence.

At any point during the process, or if the complainant is not satisfied with The Woodland Works response, contact Care Inspectorate Wales,

Website – www.careinspecorate.wales/contact-us or
Email - CIW@gov.wales or
Phone - 0300 7900 126

For further support:
https://www.acas.org.uk/contact
https://www.childreninwales.org.uk

We will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1.

APPENDIX 1: Template Complaints Register/Log

Date Received	Complainant	Received by	Summary of Complaint	Actions/Response