**50. Complaints and compliments**

Tir na n-Og believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

All compliments will be recorded and shared with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents raise. All concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and ensure the welfare of all children, enable ongoing cooperative partnership with parents and continually improve the quality of the Daycare Centre. In the unlikely event that we are not able to resolve a concern directly, there is a formal complaints procedure outlined below.

If you wish to raise a concern or issue regarding Tir na n-Og, we ask that you do so with the Manager informally in the first instance. In order to address concerns promptly, we ask that you do as soon as is practically possible, following the cause for concern arising. You can contact Tir na n-Og via any of the following methods:

Email: tirnanog@bangor.ac.uk

Phone: 01248 388383

In person: Mon-Fri, 9.00am-5.00pm

In case of a complaint relating to child protection, please refer to the Safeguarding Children Policy. We encourage you to discuss any safeguarding concerns with the Tir na n-Og staff at source, however any safeguarding concerns that you do not feel comfortable raising directly with Tir na n-Og, should be reported to safeguarding@bangor.ac.uk.

**Tir na n-Og complaints procedure**

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the Daycare Centre, they should in the first instance take it up with the relevant staff member. Should the concern remain unresolved then the following procedure is to be followed;

Stage 2

If the issue remains unresolved or parents feel that they have received an unsatisfactory outcome, then these concerns must be presented in writing as a formal complaint to the Manager. The complaint should detail the reasons giving rise to the complaint, the steps taken to resolve it prior to that point, and the outcome that you are seeking. The Manager will keep a written record that will include :

• the nature of the complaint;

• the desired outcome;

• how the investigation was carried out;

• the content of interviews undertaken;

• the outcome of the complaint.

Complaints will normally be investigated and an outcome reached within 14 calendar days but may be extended for a further 14 days with the agreement of the complainant. The complainant will be notified in writing within 14 days of any outcomes. The report will include the outcome of the investigation, including any decision, the reasons for them, recommendations (if any) and apology (if appropriate). The record of the complaint will be retained in accordance with relevant Policy.

Parents will be able to request access to a suitably redacted version of this record if they wish, however, all personal details relating to any complaint are confidential and will only be accessible by appropriate persons. External authorities such as Care Inspectorate Wales (CIW) inspectors will have access to this record upon demand, including at any time during visits, such as to ensure that actions have been met appropriately.

If the matter is still not resolved, a formal meeting will be held between the Manager, parent and an appropriate senior staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with any findings and documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure

Stage 3

If satisfaction cannot be obtained through the Daycare Centre complaints procedure, then either Responsible Individual may be contacted:-

Dr Kevin Mundy k.mundy@bangor.ac.uk or Mr Richard Bennett on r.bennett@bangor.ac.uk

Stage 4

Should the complaint remain unresolved, the University has a formal complaints process for members of the public regarding any University service.

Details can be found here:
<https://www.bangor.ac.uk/governance-and-compliance/governance.php.en>

Complaints should be submitted to complaints@bangor.ac.uk / cwynion@bangor.ac.uk

Stage 5

If the matter remains unresolved, then parents/guardians have the right to raise the matter with CIW. Parents and guardians can contact CIW at any time that they have a concern, including at all stages of the complaints procedure and you can find information on how to contact CIW below. CIW is the registering authority for nurseries in Wales and may investigate all complaints that suggest a provider may not be meeting the requirements of the registration. CIW risk assesses all complaints made and may visit the Daycare Centre to carry out a full inspection where it believes requirements are not met.

Contact details for the CIW:

CIW North Wales Region,

Government Buildings,

Sarn Mynach,

Llandudno Junction

LL31 9RZ

Telephone: 0300 790 0126

Fax: 0300 062 5030

Email: ciw@gov.wales

Parents will also be informed if the Daycare Centre becomes aware that they are going to be inspected and after inspection, a copy of the report will be available to parents and/or carers of children on the internet and also in the foyer.

Policy Reviewed:- June 2023

Date of Next Review:- June 2025