

Complaint's Policy

Where possible we try to resolve any difficulties quickly and efficiently and to make changes within Puddle Ducks where necessary. Any parent that feels the need to complain regarding any serious matter at Puddle Ducks should immediately talk to management

Complaints Procedure

- We like to feel we are fair and approachable and if you have a complaint we will try to deal with it. The following steps should be taken:
- First contact your child's base room supervisor.
- If this is not satisfactory then please speak to Mrs Julia Rennie (Proprietor) or Miss Julie Rogers (Manager). If you prefer to do this outside nursery hours please arrange a convenient time.
- If this is not satisfactory please put your complaint in writing to the Manager. If your complaint is against the Manager please address your letter to Mrs. Julia Rennie, Proprietor.
- Any complaints you do not wish to address direct to the nursery can be put in writing to.....

CSSIW South East Region
Government Buildings
Rhydycar
Merthyr Tydfil
CF48 1UZ
Tel: 0300 0628757
Fax: 0300 0628548

- When a complaint has been arisen we ask the parent if they are making a formal/major complaint, if so it is recorded in the Complaints file which is kept in a locked cupboard in main office. It is recorded with the time, date, who the parent spoke to and any staff involved.
- The Manager then goes back to the parent to discuss the complaint further and follows up any issues. This is also recorded within the complaints book.
- In the case of a minor issue it is just discussed with parent/carer and followed up by conversation with senior managers and parent if needed.

Staff suspected of Child Abuse

- If a member of staff is accused of child abuse the member of staff will cease employment immediately.

Making a complaint to CSSIW

- Any parent/carer can, at any time, submit a complaint to CSSIW about any aspect of the registered childcare provision. CSSIW will consider and investigate all complaints received.