



# Borrás Park Full Day Care Provision

## Complaints Procedure

Registered Charity Number: 1179617



Our Full Day Care Provision aims to provide a high quality, efficient and accessible service to parents/carers and children. We constantly strive to improve our service. However, if a parent or child feels they have a complaint against some aspect of the provision or an individual member of staff, it is hoped that the concern can be resolved as soon as it occurs.

If this is not possible, then the following procedure should be followed:-

Informal Stage -Initially speak to the Manager. If you prefer to do this outside normal Full Day Care hours, please arrange a convenient time. The Manager will make every attempt to resolve the matter.

Stage One-If your complaint is still unresolved, please make it formally in writing, to the Manager, stating names, dates and full details. [Borrasfulldaycare5@hwbcymru.net](mailto:Borrasfulldaycare5@hwbcymru.net)

Your complaint will be acknowledged and fully investigated by the Manager within 14 days. If there is any delay you will be advised of the reasons. Your complaint may be referred to the management committee in order to make further recommendations of action to be taken. You will be kept fully informed about what is happening and receive a full reply.

A copy of the response you receive will be copied to the staff members concerned along with the recommendations of action to be taken.

Stage Two-If the complaint is not resolved to the satisfaction of any party involved it will be referred to the Trustee Committee for further consideration.

Stage Three - In the unlikely event that you feel your complaint has still not been dealt with satisfactorily please contact:-

Care Inspectorate for Wales  
Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ  
0300 7900 126  
[cssiw.north@wales.gsi.gov.uk](mailto:cssiw.north@wales.gsi.gov.uk)