

All About Kids Wales



fueling young minds

All About Kids Wales – Complaints Policy

Policy Statement

At *All About Kids Wales*, we are committed to providing a high-quality childcare service in a safe, supportive, and respectful environment. We recognise that occasionally, parents or carers may wish to raise concerns or complaints. We welcome all feedback and treat every concern seriously, aiming to resolve any issues promptly and fairly, in line with Welsh Government guidelines and CIW expectations.

1. Informal Complaints

In the first instance, we encourage parents or carers to discuss any concerns informally with a senior member of staff. Please speak directly to either:

- **Joanne Shaw** – Manager
- **Lucy Cumberlidge** – Manager

We value open communication and hope that most issues can be resolved quickly through a respectful conversation.

2. Formal Complaints

If your concern remains unresolved, or you would prefer to raise it in writing, you may submit a formal complaint.

Written complaints should be addressed to:

- **Joanne Shaw or Lucy Cumberlidge**
 aakwg2025@gmail.com
 Or hand-delivered to the setting

Upon receipt, we will:

- Acknowledge your complaint within **5 working days**
- Investigate thoroughly and objectively
- Respond with a resolution within **15 working days**

If additional time is needed to investigate, we will keep you updated regularly.

Note: If a complaint involves a specific member of the management team, it will be investigated by another senior member not directly involved in the concern.

If you require help to submit a complaint or need this policy in another format (e.g., large print, another language, or verbal assistance), please let us know.

3. Safeguarding Concerns

If your concern relates to **safeguarding or child protection**, or you feel it has not been handled appropriately, you may contact our **Designated Safeguarding Lead**:

- **Lisa Shaw – Safeguarding Lead**
 aakwg2025@gmail.com

We will acknowledge all safeguarding concerns within **2 working days** and act in accordance with our Safeguarding Policy. These concerns may be referred to the Local Authority or **Care Inspectorate Wales (CIW)** as appropriate.

4. Further Escalation

If you are not satisfied with the outcome of your complaint after following our internal process, you have the right to escalate your concern to the regulatory body:

Care Inspectorate Wales (CIW)

 **0300 7900 126**

 ciw@gov.wales

 <https://careinspectorate.wales>

CIW can investigate concerns related to the **National Minimum Standards for Regulated Childcare** in Wales.

Confidentiality

All complaints will be handled sensitively and confidentially, in accordance with **GDPR** and our **Data Protection Policy**. Records of all complaints and how they are resolved will be securely stored and reviewed regularly.

Policy Review

This policy will be reviewed annually, or sooner if required by legislation or organisational changes.



Last Reviewed: June 2025



Next Review Due: June 2026