Clwb Carco

where children play, grow and flourish

COMPLAINTS POLICY, PROCEDURES & FORMS

Document Reference:	CC-CPPOL-001
Setting Name:	Clwb Carco
Legal & Governance Body:	Charitable Incorporated Organisation (CIO) Board of Trustees
Lead Responsible Individual:	Person in Charge (Club Manager)/ Deputy Person in Charge
Provision:	After School Play Provision (Ages 3–11)
Date Adopted:	October 2026
Planned Review Date:	October 2027

CLWB CARCO: COMPLAINTS POLICY & PROCEDURE

1.0 Overview & CIW Statutory Compliance

Clwb Carco celebrates achievements and success and continually looks for ways to improve our service for families. We welcome suggestions, feedback, and constructive criticism from parents, carers, and children aged 3 to 11 to help us maintain a high-quality out-of-school play provision.

This policy complies with Regulation 32 of The Child Minding and Day Care (Wales) Regulations 2010 and Standard 19 of the National Minimum Standards (NMS) for Regulated Childcare for children up to the age of 12 years.

All complaints will be listened to, taken seriously, investigated thoroughly, and acted upon sensitively, fairly, and promptly. The welfare of the child is always safeguarded and promoted, and children's wishes and feelings are actively sought and taken into account according to their age and understanding.

2.0 How to Share Concerns, Suggestions & Complaints

Parents, carers, and children can share concerns or suggestions through several accessible channels:

- **Direct Verbal Discussion:** Speaking directly to the Manager / Person in Charge (or Deputy Manager in their absence). Confidential meetings outside club hours can be arranged upon request.
- **Written Submission:** Completing the Parent/Carer Complaint Form (Appendix A) or emailing @clwbcarco26@gmail.com
- **Children's Voice (Ages 3–11):** Children aged 3–11 can express feelings verbally to any playworker or use the child-friendly feedback form (Appendix B) provided in the setting.

3.0 Management & Governance Structure (CIO)

Clwb Carco operates as a Charitable Incorporated Organisation (CIO) governed by a Board of Trustees.

- **Operational Management:** The Manager holds operational responsibility as the Person in Charge and Responsible Individual (RI). In the Manager's absence, the Deputy Manager assumes full operational responsibility for managing complaints.
- **Trustee Oversight:** If a complaint directly involves the Manager/RI, or if a Stage 1 complaint cannot be resolved locally, the matter is formally escalated to the Board of Trustees for independent investigation.

4.0 Role of Care Inspectorate Wales (CIW)

CIW regulates Clwb Carco but is not a statutory complaints arbitration agency. CIW cannot make individual judgments or decide legal liability between parents and service providers. However, complainants have the right to contact CIW or the funding local authority at any stage during the complaints process.

CIW Contact Details: Phone: 0300 7900126 | Email: ciw@gov.wales | Address: Care Inspectorate Wales, Welsh Government Office, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ | Website: careinspectorate.wales

5.0 Stage 1: Local Informal Resolution (Within 14 Days)

Stage 1 aims to resolve concerns quickly and informally within the setting:

- **Step 1 - Acknowledgement:** Written acknowledgement is sent to the complainant within 2 working days of receipt.
- **Step 2 - Investigation:** The Manager / Person in Charge (or Deputy Manager in their absence) investigates the concern. This involves gathering facts, interviewing relevant staff, and offering advocacy support to parents or children where needed.
- **Step 3 - Resolution Letter:** A written outcome report detailing investigation findings and agreed remedial actions is issued within 14 calendar days of receipt. With the complainant's agreement, this period may be extended by up to a further 14 days.

6.0 Stage 2: Formal Consideration by Board of Trustees (Within 35 Working Days)

Stage 2 applies if Stage 1 fails to reach a satisfactory resolution, if the complainant requests immediate formal consideration, or if the complaint directly concerns the Manager / Person in Charge:

- **Submission:** The complaint is submitted in writing to the Chair of the Board of Trustees (CIO). Tracey Harries
- **Investigation Panel:** The Board of Trustees appoints an independent trustee panel or external investigator to conduct a formal review.
- **Outcome Report:** A formal written response summarising the investigation findings, conclusions, and corrective actions is issued to the complainant within 35 working days of the Stage 2 request. CIW and any sponsoring local authority receive copies of the final outcome.

7.0 Safeguarding & Concurrent Considerations

- **Safeguarding Escalation:** If any complaint contains child protection or safeguarding concerns, internal complaint proceedings are suspended immediately, and the matter is referred under the Clwb Carco Safeguarding & Child Protection Policy.
- **Concurrent Proceedings:** Where a complaint relates to ongoing police investigations, legal proceedings, or formal employee disciplinary actions, the Manager/RI or Trustees may suspend internal complaint investigation until external processes conclude.

8.0 Record Keeping & Audit Requirements

In accordance with CIW regulations, a full written log of all complaints, investigation notes, outcomes, and remedial actions is maintained securely for a minimum of 3 years. A summary log is made available to CIW inspectors upon request.

APPENDIX A: PARENT / CARER COMPLAINT FORM

Please complete this form to register a formal complaint or concern with Clwb Carco. Return the completed form to the Manager / Person in Charge, or directly to the Chair of the Board of Trustees if the complaint concerns the Manager.

Complainant Name:

Child's Name & Age:

Contact Telephone Number:

Email Address:

Date & Time of Incident (if applicable):

Details of Concern / Complaint:
(Please provide clear details of what occurred)

Actions Taken So Far:
(e.g. Spoken to staff/manager)

Desired Outcome / Resolution:
(What would you like Clwb Carco to do?)

Signed: _____ Date: _____

APPENDIX B: CHILD-FRIENDLY FEEDBACK FORM (AGES 3–11)

At Clwb Carco, we want to make sure you have lots of fun and feel happy and safe! If something is bothering you, or if you have a suggestion, fill in this form or draw a picture, and give it to a playworker!

1. My Name: _____ My Age: _____

2. How do you feel about Clwb Carco today?

[ ] Very Happy 😊 [ ] Okay 🙂 [ ] Unhappy / Upset 😕

3. Is there something you want to tell us or something that made you sad?

4. What can we do to make things better or more fun for you?