



Complaints Policy

1. If you have any concerns or a complaint about the service that you receive at the club, please let Mrs Jones, the senior playworker know. The senior playworker will want to take some details to make sure that she has all of the information needed to investigate the complaint. This will include your name, the nature of the complaint, date and time of the complaint.
2. Complaints will be dealt with promptly and fairly and in a confidential manner. You will receive a written response to your complaint within 14 school days of making your concerns known and a further letter once the matter has been fully investigated if it takes longer than 14 days.
3. If you are not satisfied with the response received from the club or if you have a serious concern about the quality of care your child is receiving, you should contact the following address:

CSSIW North Wales Region
Government Buildings
Sarn Mynach
Llandudno Junction
LL31 9RZ

Tel: 0300 790 0126

Email: cssiw.north@wales.gsi.gov.uk

CSSIW's role when they receive a complaint:

- They will refer back to the service
- They will refer to the appropriate agency
- They will carry out a Focussed Inspection

Signed:

Date:

Review Date: