

Teitl: Title:	Complaints Policy - Toybox Nursery
Fersiwn: Version	2
I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to?	Myfyrwyr / Staff / Myfyrwyr a Staff / Arall (rhowch fanylion) Students , nursery staff, parents

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link:	Impact assessment
<i>Effaith ar yr Iaith Gymraeg</i> <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i>	<i>Welsh Language Impact</i> An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

Adolygu a Chymeradwyo / Review and Approval

Perchennog y Ddogfen: Document Owner:	Rheolwr y Feithrinfa /Nursery Manager		
Ymgynghoriad / Consultation:	Coleg Cambria, nursery staff		
Dyddiad cymeradwyo / Date Approved	Cymeradwyaeth y Pwyllgor Mewnol e.e. Grŵp Diogelu / Internal Committee Approval e.g. Safeguarding Group		-
	Pwyllgor Cyfathrebu a Diwylliant / Communications & Culture Committee:		12/3/2025
	Pwyllgorau'r Bwrdd / Board Committees:	Pwyllgor Archwilio a Risg / Audit & Risk Committee:	-
		Pwyllgor Cwricwlwm a Safonau / Curriculum & Standards Committee	
		Pwyllgor Cyllid, Pobl a Diwylliant / Finance, People & Culture Committee:	Pending 20th March 2025
Dyddiad Adolygu: Review Date:	Corff Llywodraethu / Governing Body:		Pending 9th April 2025
Dyddiad Adolygu: Review Date:	31/1/2028		

Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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Rhifwch bob adran a pharagraff
Please number each section and paragraph

Table of Contents

Strategy / Policy Name

1. Policy	2
2. Procedure	2
3. Feedback	3
4. Monitoring	3

1. Policy

- 1.1. It is the Toybox Nursery's policy to handle complaints as part of the overall strategy to satisfy the needs of the children and parents using its services.
- 1.2. Any expression of dissatisfaction will be treated as a complaint and dealt with accordingly.
- 1.3. Complaints should be handled:
 - 1.3.1. Confidentially
 - 1.3.2. Fairly
 - 1.3.3. Promptly
- 1.4. Staff should endeavour to:
 - 1.4.1. Be courteous to the complainant
 - 1.4.2. Respond positively
 - 1.4.3. Offer constructive solutions
- 1.5. Formal written complaints should be sent to the Nursery Manager for action
- 1.6. The complaints procedure will be:
 - 1.6.1. Publicly displayed
 - 1.6.2. Monitored regularly
 - 1.6.3. Reviewed and evaluated periodically

2. Procedure

- 2.1. Any person dissatisfied with nursery services should be encouraged to make this fact known at the point and time of their dissatisfaction to the persons directly involved.
- 2.2. The first person to be advised of the complaint should, if appropriate, endeavour to resolve the difficulty, ensuring that College & Nursery policy and procedures are followed. If it is not appropriate for the member of staff to deal with the complaint, it should be referred as soon as possible to the Nursery Manager. Normally, the sequence of activities to be followed should be:
- 2.3. The complaint, together with any supporting documentation should be forwarded to the Nursery Manager.
 - 2.3.1. Confirmation of receipt will be sent by the Nursery Manager to the complainant within 5 working days.
 - 2.3.2. Information will be forwarded to the appropriate Head of Room by the Nursery Manager for action with a copy to the Director of Human Resources and a copy to the College Complaints Officer.
 - 2.3.3. The complaint will be investigated and a response will be drafted by the Nursery Manager and forwarded, via email, to the Director of Human Resources for approval. The HR Director will liaise direct with the College Complaints Officer reporting any further action necessary under the College Complaints Procedure.
 - 2.3.4. The final response will be sent out from the Nursery Manager.
 - 2.3.5. Copies of correspondence will be forwarded to the appropriate Heads of Room for information with a copy to Nursery Nurses where appropriate and to the complainant.
 - 2.3.6. An Evaluation Form will be sent to the complainant to confirm satisfaction with the response received.
- 2.4. The process should normally be completed within 10 working days of receipt of the complaint.

3. Feedback

- 3.1. A complaints feedback summary form is completed for all complaints received. Copies are forwarded to the Director of Human Resources to ensure that issues identified and actions taken are brought to the attention of all appropriate staff.

4. Monitoring

- 4.1. All complaints are logged by category within the Principal's Office.
- 4.2. A summary of complaints received is reviewed on a termly basis by the Senior Management Team.
- 4.3. A yearly report is presented to the College Corporation for information.
- 4.4. All complaints will be treated seriously and sympathetically. However, if you are dissatisfied with the outcome of your complaint please contact:
- 4.5. CIW, North Wales Region, Government Offices, Sarn Mynach, Llandudno Junction, LL31 9RZ
 - 4.5.1. ☐ 0300 062 5609
 - 4.5.2. ☐ 0300 062 5030
 - 4.5.3. ☐ **ciw@gov.wales / agc@llyw.cymru**