



Concerns & Complaints Policy

Bijou Day Nursery & Crèche, Cowbridge

Policy owner: Nursery Manager / Rheolwr y Feithrinfa

Version: 2.0

Last reviewed: June 2026 / Mehefin 2026

Next review: June 2027 / Mehefin 2027

Approved by: Samantha Rennison, Responsible Individual / Unigolyn Cyfrifol

1. Policy Statement

Bijou Day Nursery & Crèche welcomes feedback from parents, carers, and staff. We are committed to resolving concerns quickly and informally wherever possible, but we also provide a clear complaints procedure for situations that require formal resolution. Every concern and complaint is taken seriously and handled with respect and confidentiality.

This policy complies with the Child Minding and Day Care (Wales) Regulations 2010 (Regulation 24 — Complaints), the National Minimum Standards for Regulated Childcare (2016), and CIW guidance. We are required to maintain a record of all written complaints and their outcomes and to make this available to CIW on request.

2. Stage 1 — Informal Resolution

- If you have a concern, please raise it in the first instance with your child's key person or the room leader
- Most concerns can be resolved quickly through conversation and explanation
- The key person or room leader will respond as soon as practically possible, usually within 24 hours
- A brief note of the concern and the response may be recorded internally

3. Stage 2 — Nursery Manager

- If you are not satisfied with the Stage 1 response, or if the concern is more serious, please raise it with the Nursery Manager
- The Nursery Manager will investigate, which may include meeting with you, speaking to staff, and reviewing any records
- The Nursery Manager will aim to respond within 5 working days
- The meeting and outcome are documented

4. Stage 3 — Formal Written Complaint

- If you remain dissatisfied after Stage 2, you may submit a formal written complaint to the Responsible Individual, Samantha Rennison, at cowbridge@bijou-nursery.com or by letter to 48A Eastgate, Cowbridge, CF71 7AB
- Your complaint will be acknowledged within 2 working days

- A thorough investigation will be conducted, which may include interviewing staff, reviewing records, and consulting external advice
- A written response will be provided within 20 working days, detailing the findings, any actions taken, and your right to escalate

5. Stage 4 — CIW

- If you are not satisfied with our response, you have the right to contact Care Inspectorate Wales (CIW) directly:
- CIW, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ
- Phone: 0300 7900 126
- Email: ciw@gov.wales
- Website: careinspectorate.wales

Our CIW Registration

Registration number: W15/00001742

You can view our latest CIW inspection report at careinspectorate.wales

6. Safeguarding Concerns

If your concern relates to the safety or welfare of a child, please refer to our Safeguarding & Child Protection Policy. Safeguarding concerns are not handled through the complaints procedure — they are referred immediately to the appropriate agencies.

7. Monitoring

- A record of all formal complaints (Stage 3+) is maintained securely
- Complaint records are made available to CIW during inspection
- Complaints are reviewed annually to identify trends and improve practice

8. Related Policies

- Safeguarding & Child Protection Policy
- Whistleblowing Policy
- Data Protection & Confidentiality Policy