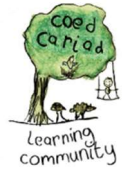


Working in Partnership with Parents Policy, including Complaints



It is the policy at Coed Cariad to be open, approachable and to share as much information with participants and their families as possible, whilst also adhering to the data protection policy and permissions from the proformas. The communication strategy explains how participants, parents, those involved with facilitating the learning programme and other stakeholders are kept informed with the delivery and outcomes.

Parents'/Carers' are welcomed suggestions and where possible will be implemented.

Parents/Carers/Participants will be given forms for completion including medical information, photograph permissions and forms to state they have accessed/read/agree to the contents of the handbook. It is very important for your child that we work in partnership. This will give your child continuity of care and they will not become confused with different standards of behaviour and boundaries. As Parents, you are the central adults in your child's life and the ones making decisions on their behalf. We will endeavour to work closely with you in order to carry out your wishes for your child wherever possible. It is therefore important that we have an excellent communication system.

It is appreciated that as a working parent you will be in a rush to go to work in the mornings and in the evenings you may well be tired and need to go as quickly as possible, so a daily diary can be used for communications. However, some parents may prefer to have a chat at the end of the day as they do not have time to read the daily diaries. It is also possible to communicate via Messenger or What's App to let you know what your child has eaten, activities, milestones achieved etc. It is very helpful if you can also ensure that we are informed if your child has had a disturbed sleep, is not feeling well or any other piece of information that may help me to provide them with the best care we can. A simple text will suffice. We are always happy to discuss your child and their care with you at any time that is convenient to us both, remembering that staff also have families and other responsibilities outside, whether in person or over the phone.

Please also remember to keep us up to date if there are any changes to contact numbers for yourselves, including work and mobile numbers and those of your emergency contacts.

As your child grows and develops issues will crop up that are very important for us to discuss in order that we can work together and your wishes be incorporated into the care routine for your child. These could include managing behaviour, starting new groups, etc. If you have any concerns or issues regarding the care provided for

your child please do let us know. Often a concern is a simple misunderstanding that can easily be resolved, un-aired it can fester and become a major issue.

Information about sessions, copies of policies procedures, forms and flyers will be handed out to parents and participating organisations, but will also be available on the closed Facebook group for reference.

The Lead Facilitator holds files of planning, risk assessments etc for planned activities and these are also photographic records of children's work and participations where permission is held. These photos are used, where permissions allow on the Facebook Page and in the Closed group.

The Facebook page is updated weekly with session activity information and photos of activities run.

Parental Consent

Pro forma consent

Parents/guardians will be asked to fill in a consent form before their child begins at Coed Cariad. The completed consent form will reassert/clarify relevant medical details of the child, consent for the child to take part in the activities and permissions to administer medicines and creams, e.g. sunscreen and to admit the child to hospital for emergency treatment.

The form also provides emergency contact details and optional permission to take and use photographs of the child for promotional purposes and reports.

The Lead Facilitator will keep copy of this form in accordance with the confidentiality policy.

Photos & Video

Parents will be required to complete a photo and video consent form. All children may have photos taken to be placed in their own work and evidence folders, but different levels of permission exist with regards to using the photos on the school website and for other school publications. This will allow parents to control how, where, and if their children's photographs are used. For example, for their own purposes, for displays, advertising, adding the photos to the closed Facebook group etc.

Evaluations and feedback.

Children

Participants will be asked to evaluate the programme through verbal feedback, videos, writings and drawings. These will be opportunities for them to express how

they feel the programme is going and to engage with the process of developing the future sessions.

Parents

Parents/carers of each child will be asked to complete a consent form and be provided with the handbook, with additional access to read the full version, via our closed Facebook group's documents. Parents will be asked to provide medical and behavioural information about each child and confirm that they understand and agree to the programme and the handbook, by signing a form stating so. (see appendices) Verbal feedback will be sought from the parents on a regular basis, and parents will be asked to complete regular evaluation forms. (see appendices) Parents will receive information about the outcomes of the sessions through photos, a display or report.

Assistants & Volunteers

All adults present must sign a form to confirm that they have read, understood and agree to comply with Coed Cariad's Handbook before the start of the programme or session they will take part in. Assistants and volunteers will be informed of the plan for each session in advance either verbally, by email or telephone and invited to provide input. They will be asked to provide feedback on how each session went verbally or written, as preferred.

Other Interested Groups

Following an evaluation of the sessions a case study or report will often be produced and this will be shared with others, such as Core group members, Parents, other interested parties, etc.

Feedback and Concerns

We encourage all participants and carers/parents to give us regular feedback about their experience and also to talk to us about anything that is causing consternation. Feedback and concerns can be expressed verbally, in person or by telephone, or in writing by email or direct messaging. We will always endeavour to be as open, honest and as straightforward as possible with carers/parents with regard to any issue; maintaining a two way flow of information can lead to resolutions before problems arise or escalate. All communications regarding formal feedback or concerns will be logged and records kept. In the event of a concern being about our practice, we will investigate this and feed back our conclusions with 28 days.



Complaints Policy

As a registered day care provider, we aim to work in close partnership with all parents, to meet the needs of their children. We hope that you are happy with the service that we provide, but we appreciate there may be times when you feel that we are not offering you and your child(ren) the service that you require. We hope that you will feel able to discuss any concerns or issues that you may have with us directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend. We will make every effort to resolve the issue. If you prefer, you can put the complaint formally in writing or by email to us.

Depending on the nature of the complaint, we will investigate ourselves as outline below or if your complaint is of a regulatory nature it will be passed on to CIW to investigate.

Complaints will be treated sensitively. Every effort will be made to resolve complaints within 14 days and most certainly within the statutory 28 days, but it is noted that if a complaint is subject to concurrent investigations, by external bodies we will be subject to their timescales and upon conclusions of any outside investigations we may conduct further investigations ourselves and a review of relevant policies and procedures.

Once the complaint is resolved we will confirm the agreed outcome in writing. Following any complaint the Coed Cariad core group will meet to discuss the nature of the complaint/concern and discuss any actions, improvements to the service or changes as necessary.

We will keep a written record of all complaints. It will remain confidential unless an CIW inspector asks to see it. We will record the following: -

- Name of person making the complaint.
- Nature of the complaint.
- Date and time of the complaint.
- Action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.

We will also keep a summary of the complaint to provide on request to any parent of a child for whom we act as a care provider and CIW. This summary will not include the name of the person making the complaint. Records will be kept for 3 years.

If you wish to make a formal complaint then you can do this at any time to CIW if it is of a regulatory nature or the Carmarthen County Council.

CIW can be contacted on

Care Inspectorate Wales,
Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ
CIW@gov.wales
www.careinspectorate.wales
0300 7900 126