Complaints Policy

It is in the interest of child, parents and myself that any unhappiness with the service is dealt with as quickly as possible. Parents and children are therefore strongly encouraged to discuss with me any problems they may have with my work. A complaint can be made to me by email, by phone or in writing (my contact information is at the top of this Policy).

I will keep an accurate and detailed record of all complaints, which includes the following information:

* Name of complainant
* Nature of complaint
* Date and time of complaint
* Action taken in response to the complaint
* Result of complaint investigation
* Information given to complainant

All complaints will be handled in a sensitive and confidential manner. Information about the complaint will be retained securely on paper formal and shown only to those with the right to view it.

If I am able to deal with the complaint myself then I am required to make sure that the complaint is resolved within 14 days. This may be extended for a further 14 days with the agreement of the complainant.

Any complaints that are dealt with formally must be resolved within 35 days of the request for formal consideration, the outcome of which must be confirmed in writing by myself and a copy sent to the National Assembly and where relevant the Local Authority. This time limit may also be extended with agreement of the complainant.

Anyone can make a complaint about my service direct to the Care Inspectorate Wales. The local contact number is 0300 7900 126 (Press 3 for the South West Wales Office).

If you are concerned that a data breach has been made, you can contact the Information Commissioners Office (ICO) – [http://ico.org.uk//for-organisations/report-a-breach/](http://ico.org.uk/for-organisations/report-a-breach/)

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