



Flying Start Complaints procedure

In the case of a complaint please follow the steps outlined below.

Can the complaint be resolved at a local level?

If so you may contact

Julie Ace-
Childcare Manager
01792 701853

Should the complaint be about a member of staff then please contact

Mr Daniel Jones Head Teacher –
Or
The Head of Governors
01792 781747

In the case of a more serious complaint where you do not believe it can be resolved at local level you may contact

CIW (Care Inspectorate Wales)
0300 7900 126

All local complaints will be dealt with within 14 calendar days. You have the right to submit a written complaint, if you need help with this process an independent person will be able to help you with this, this will then be dealt with within 35 days. These time frames may be extended if agreed by the complainant.

Managers Signature: *Julie Ace*

Date: January 2025

Review Date: January 2026