



POLICY 7: COMPLAINTS AND COMPLIMENTS

Complaints Procedure

Parents can contact the Care Inspectorate at any time if they have a complaint or concern regarding the service or organisation. Their contact details are at the bottom of this page.

The organisation offers a commitment to investigate all concerns and complaints and will follow the process below.

Stage 1:

In the first instance complaints should be made to the Manager of the nursery. An outline of all complaints and the format, written or verbal will be recorded in the complaints file.

Verbal complaints will be discussed with the complainant, the subject and outcomes recorded. It is our policy to respond to, and attempt to resolve complaints quickly and effectively.

Acknowledgement of receipt of a complaint will be made within three working days. Complaints will be acknowledged in an appropriate manner, i.e. all written complaints will receive written acknowledgements within the above timescale. After full consideration and investigation, the complainant will receive a response in writing within 20 days outlining the course of action, any implementation of procedures, or action already taken.

Anonymous complaints will be treated seriously and recorded and investigated in the same manner. General outlines including the number and type of complaint will be reported to the Directors of the nursery as part of the Manager's reporting process.

Complaints regarding the Manager should be addressed to the company director, Derek Taylor.

Stage 2:

Should the outcome be unsatisfactory to the complainant, then they should notify the Manager within 20 days whereby the information will be passed directly to the company director. A meeting will be convened between the directors and Manager. The outcome of this process will be final; the complainant will be notified of the outcome of this meeting within 14 days. This will be posted by recorded delivery.



Stage 3:

In the event that the matter is not resolved to the complainant's satisfaction, the complaint can be raised with the Care Inspectorate at the address below:

Care Inspectorate, 4th Floor, 1 Smithhills Street, Paisley, PA1 1EB

Tel: 0141 843 6840

National Enquiry Line: 0345 600 9527

Website: www.careinspectorate.com

Email: enquiries@careinspectorate.com

When the complainant requires independent help, they can contact the Independent Advocacy Service at:

Scottish Independent Advocacy Alliance

Melrose House

69a George Street

Edinburgh

EH2 2JG

Website: www.siaa.org.uk

Tel: 0131 260 5380

Fax: 0131 260 5381

Policy updated on 22nd April 2016

Manager's signature _____

Date of review 22nd April 2017