



Complaints Policy



Article 3 - adults should think about the **best interests** of children and young people when making choices that affect them.

Statement of Purpose

Strathburn ELC is committed to providing a high-quality service and maintaining good relationships with parents. It is important that staff and parents work together in the best interests of the children. Throughout the year are times that parents are asked to give feedback on the setting and the ELC setting will use this to evaluate and improve. We are aware that there may be other occasions where concerns or complaints are raised. A complaint can be about any aspect of the running of the setting. We will be open and accountable and will build trust and respect by listening and responding positively to complaints. Complaints will be dealt with fairly and confidentially and every effort will be made to resolve the complaint as quickly as possible.

Throughout the guidance the term parents is used to include all main care givers.

Open Access

Staff have a duty to inform parents of their right to make a complaint, including a right to appeal. Strathburn ELC will supply a written copy of the complaints procedure on request to ensure parents are aware of their own roles and responsibilities regarding complaints.

Health and Social Care Standards

4.1 My human rights are central to the organisations that support and care for me.

The United Nations Convention on the Rights of the Child (UNCRC) (1989):

Article 42: (Knowledge of Rights): You have the right to know your rights. Adults should know about these rights and help you learn about them, too.

The complaint will be fully investigated and acted upon and will always have a response. Complaints will be investigated by a member of the management team however if the complaint involves the management a third person will investigate. The investigator or manager will respond to the complaint.

Complaints Process

Complaints can be made to the setting both informally and formally.

Informal Procedure: The initial approach made by the parent will be listened to carefully by the EYSP, Mrs Mandy Sinclair and after discussion agreement should be reached as to whether the complaint has been resolved satisfactorily. If further investigation is required, this should be resolved within twenty days. If a delay is unavoidable the complainant will be informed, the reason for the delay will be stated and a revised timescale given. If there has not been a satisfactory outcome the formal complaint process should be initiated.



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Formal Procedure: If a parent wishes to make use of the formal procedures the complaint should be put in writing to the Head Teacher, Mrs Barbara Milne. The receipt of the complaint will be acknowledged within three working days.

The parent should request a meeting with the Head Teacher. The parent will have the right to have the assistance of a friend, relative or representative throughout the process.

The complaint will be investigated and responded to within a further seventeen working days. A confidential written record of the meeting will be taken, actions agreed and noted.

During school holidays all complaints will be passed on to an identified Quality Improvement Officer who will support centrally as part of the Early Years Team.

Feedback Team

If a parent is unhappy with the response given by the school, they can progress the complaint to the Feedback Team at Aberdeenshire Council.

Care Inspectorate

In certain circumstances it may be necessary to involve the local authority and/or the Care Inspectorate.

The Care Inspectorate is the national organisation which regulates and inspects care services. The Care Inspectorate has a complaints procedure for dealing with any complaint regarding regulated services.

If you are unhappy about a care service, there are a number of things you can do.

Firstly, we would encourage you to raise any issues directly with the service. Often, things can be resolved quickly once the service is aware of the problem and you can agree how it will be solved. We would encourage this wherever possible. Or you may wish to make a formal complaint to the service using its complaints procedure. All registered care services must have a clear complaints procedure that you can access. You may choose to complain directly to the service or to the Care Inspectorate or both.



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If you complain to the Care Inspectorate, you can choose to be anonymous. Further information can be found in the complaints section of the SCSWIS website (www.scswis.com/complaints)

Care Inspectorate

You can choose to complain directly to the Care Inspectorate by either:

- filling in the [complaints form online](#)
- contacting them on 0345 600 9527
- writing to any of **our offices**

See more at:

<http://www.careinspectorate.com/index.php/complaints#sthash.TEnkMTxi.dpu>

Staff concerns or complaints should refer to the Nursery Whistleblowing Policy for further guidance.

Monitoring of this Policy

It will be the responsibility of the Early Years Lead Practitioner to ensure that all staff are aware of this policy and implement it consistently. Parents should be made aware of the policy and their role regarding complaints. This will be achieved by monitoring the policy and reviewing it annually.

Training

Courses related to complaints include

An Introduction to feedback
Education Complaints handling and Customer Service
The Equality Act (2010) for Education Providers

<https://www.spsso.org.uk/training>

Training on Complaints can also be found at:

<https://aldo.aberdeenshire.gov.uk>

Links to national policy:

National Care Standards 1,7,14

<http://www.nationalcarestandards.org/files/early-education.pdf>

February 2021 Reviewed February 2023

