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	POLICY - Complaints			

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1. PURPOSE

FossoPLAY aims to provide the highest quality education and care for all our children. We aim to welcome each individual child and family and provide a nurturing and caring environment within which all children can learn and develop as they play.

This policy provides the framework to for service users to exercise their right to raise any concerns they may have our service and/or the care being provided, and to have that concern treated with the appropriate level of attention and addressed in a courteous, efficient and prompts manner

2. SCOPE

This policy applies to the owner, staff, volunteers, including students, and all service users at FossoPLAY

4. RESPONSIBILITIES

1. **The Owner** is responsible for the following (a) Ensuring that all staff are aware of, have access to, and adhere to this procedure. (b) Providing adequate suitable resources and training to enable managers and staff to follow this procedure. (c) Liaise with Care Inspectorate where necessary.
2. **Nursery Management** have responsibility for the following: (a) Ensuring this procedure is applied in the service and made available to all service users. (b) Providing support and resources to enable the development of this procedure. (c) Monitor complaints and record concerns and complaints raised by service users, where appropriate, and ensure response times are adhered to. (d) Advise and inform as appropriate relevant members of staff to the complaint. (e) Ensuring an organisational procedure for complaints is in place, in line with this procedure. (f) Act as point of contact and liaise with Care Inspectorate where necessary. (g) Ensure Play Practitioners are provided with adequate and appropriate guidance and support to enable them to deal with complaints in an appropriate and proportionate manner. (g) Ensuring Play Practitioners have read the nursery procedure and adhere to it.
3. **Play Practitioners** have responsibility for the following: (a) Adhering to FossPLAY procedure (b) Report all concerns and complaints to the Nursery Management and any action taken. (c) Complete the necessary paperwork, as appropriate, for the level/ nature of the complaint. (d) Identify and advise Nursery Management of any situation that may lead to service user complaint. (e) Respond to all complaints in a timely manner and ensure clear communication with parents/carers at all times.

5. PROCEDURE / GUIDELINES

Procedures:

Stage 1

If any parent/carer should have cause for complaint or any queries regarding the care of their child or the service they are receiving they should, in the first instance, take it up with the child's key worker, unless they feel the concern is significant and should be dealt with the Nursery Manager (follow Stage 2)

Stage 2

If the issue remains unresolved and there is not a satisfactory outcome, then the Nursery Manager should be contacted. These concerns must be presented in writing to the Nursery Manager. The Nursery Manager will then investigate the complaint and report back to the parent/carer within 10 working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it. (Most complaints will be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved a formal meeting should be held between the Nursery Manager, Parent and FossoPLAY Owners to ensure that it is dealt with fully and to a satisfactory outcome. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Care Inspectorate, telephone **0345 600 9527** or email at concerns@careinspectorate.gov.scot A record of complaints will be kept in the nursery. These will be accessible only to the parties involved and will be stored as confidential files. In case of a child protection related complaint, please refer to the FossoPLAY Child Protection Policy

The role of the Care Inspectorate:

In some circumstances, it will be necessary to involve the Scottish Care Inspectorate, who have a statutory duty to ensure that services meet the required levels of quality and care, as outlined in the revised Scottish Care Standards. Either the parent/carer or Nursery Manager can refer complaints to them. They could be involved if a child appeared to be at risk or where there seemed to be a breach of registration requirements. In these cases both the Parent and FossoPLAY Nursery would be informed of the complaints process and the Care Inspectorate would ensure a proper investigation of the complaint. More information is available on the Care Inspectorate [website](#)

We believe that most complaints are made constructively and can be sorted at an early stage. We also believe that it is in the best interests of the Nursery and our service users that complaints are taken seriously and dealt with fairly and with respect

REVISION HISTORY

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