

**Complaints Policy**

**Rationale**

In Little Wonderland Nursery, we have put in place a number of policies and procedures which, it is hoped, jointly contribute to ensuring the provision of a high quality service to children and their parents. We feel that these address the rights of both, in relation to curricular provision, health and safety and access to information about the service we provide. However, we acknowledge the fact that from time to time parents and carers may feel that they wish to raise issues about some aspects of the service provision and this document outlines the procedures to be followed, should this be the case. This policy has been written to reflect the standards set by the Care Inspectorate in regards to complaint management.

**Aims**

This policy aims to promote a common understanding of the rights and responsibilities among those who provide early years places and those who access it so that the partnership between families and Nursery may work in the best interest of the children.

To this end it attempts to set out what may be expected by families and procedures to be followed in the event that they feel those expectations are not being met or that a breach of the regulations has occurred.

**Objectives**

* To ensure that families and staff are aware of the standard which apply to early years provision.
* To outline procedures which have been put in place to ensure that the standards are met.
* To outline the steps which should be taken by families who feel they have cause for complaint.

**Rights of Children and Families**

As service users you have the right to expect that the National Health and Social Care Standards are met.

* My human rights are respected and promoted.
* I am respected and treated with dignity as an individual.
* I am treated fairly and do not experience discrimination.
* My privacy is respected.
* I experience warm, compassionate and nurturing care and support.
* My care is provided by people who understand and are sensitive to my needs and my wishes.
* I receive the right information, at the right time and in a way that I can understand.
* I am supported to make informed choices, so that I can control my care and support.
* I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
* I am supported to participate fully and actively in my community.
* My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.
* My care and support adapts when my needs, choices and decisions change.
* I experience consistency in who provides my care and support and in how it is provided.
* If I make a complaint it is acted on.
* I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.
* I am encouraged and helped to achieve my full potential.
* I am supported to make informed choices, even if this means I might be taking personal risks.
* I feel safe and I am protected from neglect, abuse or avoidable harm.

**Complaints Procedures**

If, at any time, you feel you have cause for complaint we would like to assure you that this will be dealt with and resolved as quickly and possible.

At Little Wonderland Nursery we hope that most concerns can be dealt with in a satisfactory manner by talking with a member of staff, usually the Nursery Manager at a time which is convenient to you.

Staff will listen to your concerns and after discussion an agreement should be reached as to whether the complaint has been dealt with satisfactorily or whether a formal written complaint is required.

Following this, a response confirming the outcome will be issued to the parent/carer within 20 working days.

Regardless of the outcome the concern/complaint will be logged on the following pro-forma.

|  |  |
| --- | --- |
| Date complaint received |  |
| Name and address of complainant |  |

|  |
| --- |
| Nature of complaint |

|  |
| --- |
| Action taken |

|  |
| --- |
| Outcome and details of how complainant has been informed of this:  |

|  |  |  |
| --- | --- | --- |
| Date complaint closed |  | Signed Nursery ManagerSigned Complainant:  |

**Formal Complaints Procedures**

If you feel that talking with staff did not address your concerns, you wish to make a formal complaint.

* This should be made in writing, in the first instance ,to the Nursery Manager who will acknowledge receipt of your letter as soon as possible and normally within 5 working days.
* The Nursery Manager will investigate the complaint and arrange a meeting with the complainant and, if appropriate, the members of staff.
* The meeting will, normally, take place within 5 working days of the complaint being made or 20 working days if formal investigation is necessary.
* A written report of points discussed and the agreement reached will be provided by the Nursery Manager to the complainant within 28 days of the action (if any) that is to be taken.
* The Care inspectorate will be notified within 24 hours of any complaints which include the following instances:
* Administration of medication
* Manager or staff misconduct
* Allegation of abuse by a member of the nursery.

**Appeals Procedure**

In the event that it is felt that the matter has not been satisfactorily resolved then the complaint can be taken to the education authority via the Education Officer who will:

* Help define the problem
* Review the actions which have been taken
* Suggest other ways in which the problem might be resolved.
* Take further action as considered necessary if the matter is still unresolved.
* Complaints about a service provision can be made directly to the Care Inspectorate at the following address:

Care Inspectorate

Compass House Email enquiries@careinspectorate.com

11 Riverside Drive Telephone 0345 600 9527

Dundee, DD1 4NY Online: <http://cinsp.in/ComplaintFormOnline>

**Complaints regarding staff fitness to practice**

A social service worker is fit to practise if they meet the standards of character, conduct and competence to do their job safely and effectively.

Where a worker’s behaviour or actions fall below the standards we expect, SSSC can investigate and take action.

SSSC can investigate concerns about a worker’s:

* conduct
* professional practice
* health.

If you have addressed your concerns with the nursery and feel that this has not been dealt with appropriately, you can refer to SSSC who can investigate your concerns further. To do this, the form is available online on the link below:

[Member of the public referral - Scottish Social Services Council (sssc.uk.com)](https://www.sssc.uk.com/fitness-to-practise/raising-a-concern/referral-mop/)