

COMPLAINTS POLICY- EARLY LEARNING AND CHILDCARE

RATIONALE

In order to maintain and improve the quality of service offered there must be systems in place for gathering information on all aspects of provision. Anyone dissatisfied or concerned in any way has a right to voice their concerns and have them addressed. Procedures for raising and addressing concerns or complaints can contribute to the quality and effectiveness of the overall service.

SAFE	HEALTHY	ACHIEVING	NURTURED	ACTIVE	RESPONSIBLE	RESPECTED	INCLUDED
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AIMS	OUTCOMES	IMPLEMENTATION
To ensure all stakeholders are aware of and understand the procedure for complaints	• Complainers feel listened to and that appropriate measures have been taken regarding the complaint • Any investigations have been carried out in a fair and unbiased manner • Ensure that no discrimination occurs against anyone who has raised an issue no matter the outcome	Publicise and make available the local authority complaints and Care Inspectorate procedures Ensure the contact information regarding the Care Inspectorate is appropriately displayed and communicated to parents, staff and visitors Include appropriate information in the centres handbook Inform parents/carers of their right to raise concerns or complain, including their right of appeal. Provide and make accessible a format for concerns to be raised and responses given

To be consistent, fair and just in a culture of openness and transparency Respond appropriately to seek a resolution		Deal with all issues raised without bias or prejudice Treat all issues with respect. Offer opportunities for representation particularly where English is a second language and alternative personnel is available in case of conflict – seek mediation if required Follow set procedures consistently Investigate and resolve the concerns as quickly as possible in line with the Care Inspectorate timelines If a complaint is to be investigated by the CI the management should inform the local authorities Early Years Service Manager
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This policy will be monitored by / through :

- Annual audit that the relevant information is displayed appropriately and all stakeholders of the procedures
- Monitor stakeholders awareness of their right to complain directly to the Care Inspectorate
- Monitor the complaints through - Quarterly returns (P and V) and CI annual returns
- Monitor the complainants satisfaction of the outcome and completion of actions taken
- Audit ongoing quality working practices with reference to policies and codes of practice
- Review reasons for complaints and outcomes and make necessary adjustments to lessen such occurrences

Signature: Niamh Arbuckle

Designation: SEYP

Date: Oct23

Signature: Ashley Walker

Designation: EYP

Date: Oct23

Signature: Karen McMeekin

Designation: EYP

Date: Oct23

Signature: Clare Hill

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Signature: Michaela Valentine

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Signature: Alison Whyte

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