



COMPLAINTS POLICY- EARLY LEARNING AND CHILDCARE

Rationale

We are committed to maintain and improve the quality of provision for children and families. There must be a system in place for gathering information on all aspects of provision. All stakeholders have the opportunity and right to raise any concerns or issues they may have and have these addressed in a transparent and fair way. Raising and addressing complaints can contribute to the quality and effectiveness of the overall service.

This guidance will help providers and staff to take into account the relevant [Health and Social Care Standards](#):

- 3.14 I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.
- 4.3 I experience care and support where all people are respected and valued.
- 4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

Further information:

[Angus Council Complaints](#)

[Care Inspectorate Complaints](#)

[Quality Improvement Framework](#)

[Care Inspectorate Notification Guidance](#)

This policy will be monitored by/through: ELC Staff Team in consultation, children, parents, staff, and other professionals using: Annual audits to ensure the relevant information is displayed appropriately, and all stakeholders are aware of the procedures. Stakeholders' awareness of their right to complain directly to the Care Inspectorate. Angus Council mandatory training and Care Inspectorate annual returns.

This policy will be reviewed in:	
Review Date:	
Reviewed By:	

AIMS	OUTCOMES	IMPLEMENTATION
To ensure all stakeholders are aware of and understand the complaints policy and procedure. To be consistent, fair, and just in a culture of openness and transparency. To respond timeously and appropriately to seek a resolution.	• All complainants are listened to and respected. • Appropriate measures are taken regarding the complaint. • Any investigations have been carried out timeously and in a fair and unbiased manner.	• Include appropriate information about how to make a complaint in parent/carer communication, e.g., handbook, induction visits and on notice board. • Offer opportunities for representation particularly where English is a second language. • Follow guidance in Health & Social Care Standards. • Deal with all issues raised without bias or prejudice. • Notify Care Inspectorate of complaints Care Inspectorate Notification Guidance. • Investigate and resolve the concerns as quickly as possible in line with the Care Inspectorate timelines. • All staff to be aware of procedure for complaint handling by completing the mandatory Angus Council training module SPSO – What is a complaint stage 1. • If a complaint is to be investigated by the Care Inspectorate the management should inform the Local Authority Early Years Service Manager. • Ensure alternative personnel are available in case of conflict – seek mediation if required. • Publicise and make available the Local Authority and Care Inspectorate complaints procedures. Angus Council Complaints Care Inspectorate Complaints

Please highlight the indicator/s that best supports the policy:

SAFE	HEALTHY	ACHIEVING	NURTURED	ACTIVE	RESPONSIBLE	RESPECTED	INCLUDED
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