

Sheuchan Nursery

Comments and Complaints Policy



This policy was adopted at a meeting of:

Sheuchan Nursery

Leswalt High Road

Stranraer

On (date) _____

Signed _____ Designation _____

****Policy Emailed to all staff members and filed within the Policy folder****

Review Date:	By:	Amendments:

Statement of Purpose

At Sheuchan Nursery, we value the views and experiences of children, parents, carers and families. We welcome comments, compliments and concerns as these help us to reflect on our practice and continually improve the quality of care, learning and experiences we provide. This policy provides a clear and accessible process for raising a concern or complaint about the service provided by Sheuchan Nursery. We aim to ensure that all complaints are listened to, treated seriously and handled fairly, respectfully, promptly and effectively.

Sheuchan Nursery follows the Dumfries and Galloway Council Comments and Complaints Policy. This nursery-level policy provides a short, accessible summary of the process and explains who parents and carers should contact in the first instance.

How to Raise a Concern or Complaint

We encourage parents and carers to raise any concerns as soon as possible. In many cases, concerns can be resolved quickly and informally when they are discussed with us at the earliest opportunity.

Step 1 - Speak to the Nursery Manager

In the first instance, please speak to:
Miss Claire Douglas - Nursery Manager

Miss Douglas will listen to your concern, discuss the situation with you and, where possible, work with you to find a suitable resolution. We encourage parents and carers to speak directly with Miss Douglas rather than allowing a concern to remain unresolved.

Step 2 - Contact the Head Teacher

If you feel that your concern has not been resolved by the Nursery Manager, or you are unhappy with the outcome, you can ask for the matter to be considered by:

Mrs Mandy Whorlow - Head Teacher

The Head Teacher will review the concern and consider what further action may be appropriate in line with Dumfries and Galloway Council's Comments and Complaints Policy.

Step 3 - Contact the Care Inspectorate

"If you remain unhappy following the opportunity to raise your concern with the Nursery Manager and Head Teacher, you have the right to contact the Care Inspectorate directly. You do not have to wait for the Council complaints process to be completed before contacting the Care Inspectorate."

The Care Inspectorate is the independent regulator for care services in Scotland and can consider complaints about registered care services.

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Telephone: 0345 600 9527

Further information about making a complaint to the Care Inspectorate is provided in the Care Inspectorate Complaints Poster, included as Appendix 1 of this policy.

Dumfries and Galloway Council Complaints Process

Where a concern requires formal consideration through the Council's complaints procedure, parents and carers can also contact Dumfries and Galloway Council directly.

Complaints can be made online through the Council's complaints process or by telephone:

Telephone: 030 33 33 3000

All formal complaints will be managed in accordance with the timescales and procedures set out in the Dumfries and Galloway Council Comments and Complaints Policy.

What Can You Expect from us?

When you raise a concern or complaint, we will:

- listen to your concerns and treat them seriously;
- respond in a respectful and courteous manner;
- seek to understand what has happened and what outcome you are looking for;
- investigate concerns appropriately and fairly;
- maintain confidentiality wherever possible;
- keep you informed where further investigation is required;
- use complaints and feedback to reflect on and improve our practice; and
- follow the appropriate Dumfries and Galloway Council procedures and timescales.

We ask that concerns are raised respectfully so that we can work together to reach the best possible outcome for children and families.

Monitoring and Review

It is the responsibility of Miss Claire Douglas, Nursery Manager, to ensure that all staff, including new and temporary staff, are familiar with this policy and understand their responsibilities in relation to comments and complaints. The implementation of this policy will be monitored regularly and the policy will be reviewed and updated when required, including where there are changes to Council or Care Inspectorate guidance.

Related Documents

- Dumfries and Galloway Council Comments and Complaints Policy
- Care Inspectorate Complaints Information
- Sheuchan Nursery Policies and Procedures