



Cart Mill Family Centre Complaints Policy

Rationale

At Cart Mill Family Centre, we are committed to providing a high-quality, safe, nurturing and inclusive service for all children, families and staff. We value feedback and recognise that concerns and complaints can help us improve our service. We aim to resolve concerns promptly, fairly and respectfully, in line with East Renfrewshire Council's Complaints Handling Procedure and the expectations of the Care Inspectorate Scotland.

We encourage open communication and will ensure that no child, parent, carer or member of staff is treated unfavourably as a result of raising a genuine concern or complaint.

Purpose

The purpose of this policy is to:

- Provide a clear process for raising and responding to concerns and complaints.
- Ensure complaints are handled fairly, consistently and confidentially.
- Promote positive relationships between families, staff and management.
- Support a culture of continuous improvement.
- Comply with East Renfrewshire Council procedures and Care Inspectorate guidance.

What is a Complaint?

East Renfrewshire Council defines a complaint as:

"An expression of dissatisfaction by one or more members of the public about the Council's action or lack of action, or about the standard of service provided by or on behalf of the Council."

A complaint may relate to:

- Failure to provide a service.
- An inadequate standard of service.
- Dissatisfaction with a policy or practice.
- The behaviour, attitude or actions of a member of staff.
- Disagreement with a decision where there is no alternative appeals process.
- Failure to follow appropriate procedures.
- Any aspect of the service that causes dissatisfaction.

This list is not exhaustive.

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Our Commitment

When a complaint or concern is raised, Cart Mill Family Centre will:

- Listen respectfully and objectively.
- Respond promptly and professionally.
- Maintain confidentiality where appropriate.
- Keep accurate records of concerns and outcomes.
- Ensure fair and transparent investigations.
- Identify learning and improvement opportunities.
- Use feedback to improve outcomes for children and families.

Complaints from Parents and Carers

Informal Resolution

Most concerns can be resolved quickly through discussion.

Parents and carers are encouraged to:

1. Speak to their child's key person or a member of staff.
2. If unresolved, raise the matter with a member of the Senior Leadership Team.

We will listen carefully, take concerns seriously and work collaboratively to find a resolution.

Formal Complaints

If a concern cannot be resolved informally, a formal complaint can be submitted through East Renfrewshire Council's Complaints Handling Procedure.

Complaints can be made online at:

<https://www.eastrenfrewshire.gov.uk/make-a-complaint>

The Council will investigate complaints in accordance with its published procedures and timescales.

Parents and carers will be informed of:

- How their complaint will be handled.
- Expected timescales.
- The outcome of the investigation.
- Any actions taken as a result.

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Complaints Relating to Care Standards

If concerns relate to the quality of care, welfare of children or operation of the service as a registered care service, parents and carers may also contact:

Care Inspectorate

The Care Inspectorate regulates and inspects care services across Scotland.

Website: <https://www.careinspectorate.com>

Email: concerns@careinspectorate.gov.scot

The Care Inspectorate welcomes information about care services where individuals believe standards are not being met.

Complaints About Registered Practitioners

Concerns regarding the professional conduct or fitness to practise of a registered Early Learning and Childcare practitioner may be referred to:

Scottish Social Services Council (SSSC)

Website: <https://www.sssc.uk.com>

The SSSC regulates the social service workforce in Scotland and investigates concerns regarding registered practitioners.

Concerns Raised by Staff

Cart Mill Family Centre is committed to creating an environment where staff feel safe, valued and supported to raise concerns without fear of discrimination, victimisation or retaliation.

Staff are encouraged to raise concerns regarding:

- Poor or unsafe practice.
- Child protection or safeguarding issues.
- Health and safety concerns.
- Failure to follow policies or procedures.
- Professional misconduct.
- Unethical or unlawful behaviour.
- Concerns that may affect the wellbeing of children, families or staff.

Raising a Concern

Concerns should normally be raised with:

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- The employee's immediate line manager.
- A member of the Senior Leadership Team.

Where a staff member believes senior management may be involved, concerns may be raised directly with the relevant Head of Service in East Renfrewshire Council.

All concerns will be taken seriously and investigated appropriately.

Whistleblowing

Staff have a professional responsibility to report concerns where they believe children, families, staff or the service may be at risk.

Concerns raised in good faith will be dealt with confidentially wherever possible and in line with [ERC Whistleblowing Policy](#)

United Nations Convention on the Rights of the Child (UNCRC)

Cart Mill Family Centre is committed to upholding the rights of children as outlined in the United Nations Convention on the Rights of the Child (UNCRC). We recognise that every child has the right to be safe, respected, included and heard in matters that affect them.

When responding to concerns and complaints, we will ensure that the rights and wellbeing of children remain at the centre of all decision-making.

In particular, this policy supports:

Article 3 - Best Interests of the Child: The best interests of children will be a primary consideration when investigating and resolving concerns or complaints.

Article 12 - Respect for the Views of the Child: Children have the right to express their views freely in matters affecting them, and those views will be taken seriously and given due weight according to their age and understanding.

Article 19 - Protection from Harm: Children have the right to be protected from all forms of abuse, neglect and harm.

Article 28 - Right to Education: Children have the right to access high-quality early learning and childcare in an environment that supports their learning and development.

Article 29 - Goals of Education: Early learning should support children's talents, abilities, confidence and respect for others.

Angela Kerr

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Article 31 - Right to Play: Children have the right to rest, play and participate in recreational activities appropriate to their age.

Where a complaint relates directly to a child's experience, we will, where appropriate, seek and consider the child's views in ways that are meaningful and accessible to them. We will ensure that children are supported to express their feelings and opinions through play, conversation, observation, visual methods or other approaches suited to their stage of development.

No child will be disadvantaged as a result of a parent, carer or staff member raising a concern or complaint on their behalf.

Monitoring and Review

Complaints, concerns and compliments are reviewed regularly by the Senior Leadership Team to identify trends, improve practice and support continuous improvement.

This policy will be reviewed annually or sooner if there are changes to legislation, Care Inspectorate guidance, East Renfrewshire Council procedures or service requirements.