



Updated: October 2025

# Blackwood ELC - Managing Complaints

Review: October 2028



## Managing Complaints

### Self-Evaluation:

**HGIOELC 1.1 Self-Evaluation for Self Improvement**

**HGIOELC 1.4 Leadership of Management and Practitioners**

**HGIOELC 3.1 Ensuring Wellbeing, Equality and Inclusion**

**HGIOELC 2.7 Partnerships**

### Health & Social Care Standards

1, 2, 3, 4 and 5. In particular 4.20

**UNCRC** Article 3  
Article 12  
Article 13

### Aim ...

At Blackwood Primary School and ELC we aim to provide a high quality service for all of our children and families. We appreciate that occasionally at times that there may be queries or complaints about the service therefore we aim to resolve any situation quickly.

### Our Vision ...

At Blackwood Primary School and ELC we strive to establish a caring, nurturing and stimulating environment which encourages creativity and curiosity and recognises each child as an individual, enabling them to attain and achieve.

### Our Values ...

Friendship, Respect, Equality, Determination

### Core Resources

- SLC Have your say procedures - complaints procedures - the employee guide
- SLC Have your say procedures - complaints procedures - guide for managers
- Health and Social Care Standards



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## Key Terminology

What is a Complaint? - A complaint is an expression of dissatisfaction about the standard of service.

What is not a complaint? - A routine first time request, a request for information or explanation of policy or practice.

Who can make a complaint? - Anyone can make a complaint, by telephone, letter, E-mail or in person.

## Guidance and Procedures

The following procedures should be followed by staff when managing complaints:

- When handling complaints the principles of the Health and Social Care Standards should be adhered to; dignity, privacy, choice, safety, realising potential and equality and diversity.
- Complaints have a right to be heard, understood and respected, however any violence or aggression towards a member of staff will not be accepted and staff should contact the management team when this situation occurs.
- All complaints should be treated seriously and focus be on the basis of the complaint, not the person making the complaint.
- A display of the appropriate people and associated numbers that parents/carers may contact should they have a complaint, should be displayed on the notice board in the cloakroom, as well as noted in the handbook (which can be accessed on the school website).
- Complaints should be recorded and a copy offered to the parent/carer making complaint. The complaints folder can be found in the filing cabinet in the office.
- A brief record of concern/complaints should be recorded in the GIRFEC folder if it concerns the child's wellbeing.
- It is important to try to resolve the problem on the spot, but if not possible identify and discuss next steps with the person making the complaint, e.g. refer to another member of the staff.
- The Nursery Team Leader and a member of SMT should be made aware of any complaint made.
- If discussing a complaint out with the nursery room two members of staff should be present (at least one being a member of SMT)
- Complaints should be dealt within 20 working days and a response given to the party making the complaint.



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## Audience

- Children
- Early Years Workers
- Team Leaders
- Support Staff
- SMT
- Parents/Carers
- SLC Personnel
- HMIe
- Care Inspectorate

## Links

- Education Scotland
- Health and Social Care Standards
- HGIOELC
- GIRFEC