

Blackhall Nursery

COMPLAINTS PROCEDURE FOR PARENTS/CARERS

Introduction

This policy outlines the procedure for parents/carers of children attending Blackhall Nursery to raise a complaint about service provision in the Nursery. Blackhall Nursery and its staff follow both the Scottish Social Services Council Code of Practice for Employers of Social Service Workers and the Code of Practice for Social Service Workers in its implementation of this Complaints Procedure. The policy is displayed on the Nursery notice board and is available to all parent/carers on request.

Definition: A complaint is an expression of dissatisfaction which needs an action to be taken to resolve it

See flow chart for pathway and timescales.

Informal complaints

The Nursery welcomes feedback and aims to resolve any issues through informal discussion in the first instance. It is expected that most complaints will be resolved at local level in Nursery, within a target of 10 working days, unless there are exceptional circumstances.

When a parent/carer makes an informal complaint to a member of staff or to a member of the Parent Committee or to a Director of the Nursery, the following steps will take place:

The member of staff/committee member/director will listen carefully to the complaint and ensure that there is a clear understanding of the issue. The Nursery Manager should be informed whenever a complaint is made and should be included in its resolution unless the complaint is about the Manager.

The person receiving the complaint, or the Nursery Manager if more appropriate, will investigate the matter informally, where necessary meeting anyone else involved.

The person handling the complaint, or the Nursery Manager, will discuss their findings with the complainant and agree the outcome.

A record will be made of the findings and the agreed resolution on a complaints log sheet and it should be filed in the Register of Complaints.

Or

If the complainant remains dissatisfied, the complaint will then be dealt with under the formal complaints process.

Formal complaints

Stage one - Complaint

If a parent/carer wishes to make a formal complaint they will be given a copy of this complaints procedure and asked to put the complaint in writing to the Chairperson of the Board of Directors of Blackhall Nursery.

The complaint will be acknowledged in writing by the Chairperson within 7 working days of receipt.

The Chairperson (or any individual to whom the Chairperson may delegate responsibility) will then fully investigate the complaint and ask for perspectives from all those concerned. This may include the Treasurer of the Board, Chairperson and Secretary of the Parent Committee, staff or the Manager as appropriate.

The Chairperson (or delegate) will then report to the Board of Directors who will consider the complaint and reach a decision on the complaint.

A written response will be given to the parent/ carer within 20 working days of receipt of the written complaint, unless there are exceptional circumstances. At this stage the complainant will be advised both verbally and in writing by the Chairperson (or delegate) of the Board of Directors' decision and of the next stage of the procedure or of revised timescales for coming to a decision. If the complainant is not satisfied with the decision, the next stage is to proceed to mediation.

Stage two - Mediation

If the complainant is not satisfied with the decision of the Board of Directors, they can ask the Chairperson within 20 working days to refer the decision to an external mediator. Mediation is recommended before proceeding to an appeal.

The request for referral to mediation should be acknowledged in writing by the Chairperson within 7 working days of receipt.

The independent mediator will be chosen and appointed by the Chairperson, who will select an individual with relevant experience. The mediator has no legal powers but can help to clarify the situation and suggest further ways to resolve the problem. The mediator will hold a maximum of 2 meetings unless all parties involved agree that further meetings would be beneficial. There will be a target of three months for completion of the mediation process.

Stage three - Appeal

If the complainant is still dissatisfied with the decision of the Board of Directors, and mediation has not resolved the issue, he/she may take the matter further by appealing to The Care Inspectorate, the Scottish Social Services Council (SSSC) or the Children and Families Department of the Council depending on the nature of the complaint. Please note that a parent / carer can raise a complaint with any of the above at any stage.

Contact details:

Care Inspectorate, Stuart House, Eskmills, Musselburgh EH21 7PB

Telephone: 0131 653 4111

<http://www.scswis.com/> <https://www.careinspectorate.com/index.php/complaints>

Early Years Team, CEC Children & Families Department, Waverley Court, 4 East Market Street, Edinburgh EH8 8BG

Scottish Social Services Council, Compass House, 11 Riverside Drive, Dundee DD1 4NY

Telephone: 0345 60 30 891

<https://www.sssc.uk.com/fitness-to-practise/raising-a-concern/>

Record keeping

In accordance with the City of Edinburgh Council's partnership contract, a register of complaints will be kept which will detail:

- the date and form of complaint (i.e. oral or written)
- the name of the person making the complaint
- a brief description of the nature of the complaint
- a note of any action taken as a result of the complaint and the date when taken

At all stages of the complaints procedure a written record will be made and agreed. All discussions and records will be kept confidential.

All formal complaints will be recorded and remain on file for a period of not less than 2 years.

All Directors, Parent Committee members and Nursery employees will have a working knowledge of this policy.

This policy links to:

Curricular Area(s): Health and Wellbeing

Care Standard(s): 1, 7, 14

Quality Indicator(s) (HGIOELC): 1.4, 2.1

UNCRC Articles: 2, 3, 12, 13, 14, 15, 19, 23, 29, 31

Adopted On: 17.01.2024

Revised Nov 2004/Oct 07/Jun 10/Mar 17/Oct 2020, Jan 21, Jan 24

FG 17.06.10 /10.10.13/10.03.17/04.05.2017/Nov 20, Jan21 SM 14.01.24

Complaints Procedure Flow Chart

1. Informal Complaint to member of staff / committee / board

Receiver listens carefully, discusses the situation, then



Investigates the matter informally, if necessary meeting anyone else involved
Target: *within 10 working days*, unless there are exceptional circumstances



Discusses findings with complainant and agrees the outcome



Records finding and agreed solution on a Complaints Log Sheet
and files log sheet in the Register of Complaints



Informs the Nursery Manager if follow up action required



Complaint resolved? If **Yes**, no further action required
If **No**, move to Formal Procedure

2. Formal Complaint

Stage 1.

A copy of the Complaints Procedure to be given to the complainant, with a request to put the complaint in writing addressed to the Chair of the Board.



Board Chair acknowledges complaint *within 7 working days*



Board Chair (or delegate) investigates complaint fully



Board Chair (or delegate) reports to Board who consider the complaint and reach a decision

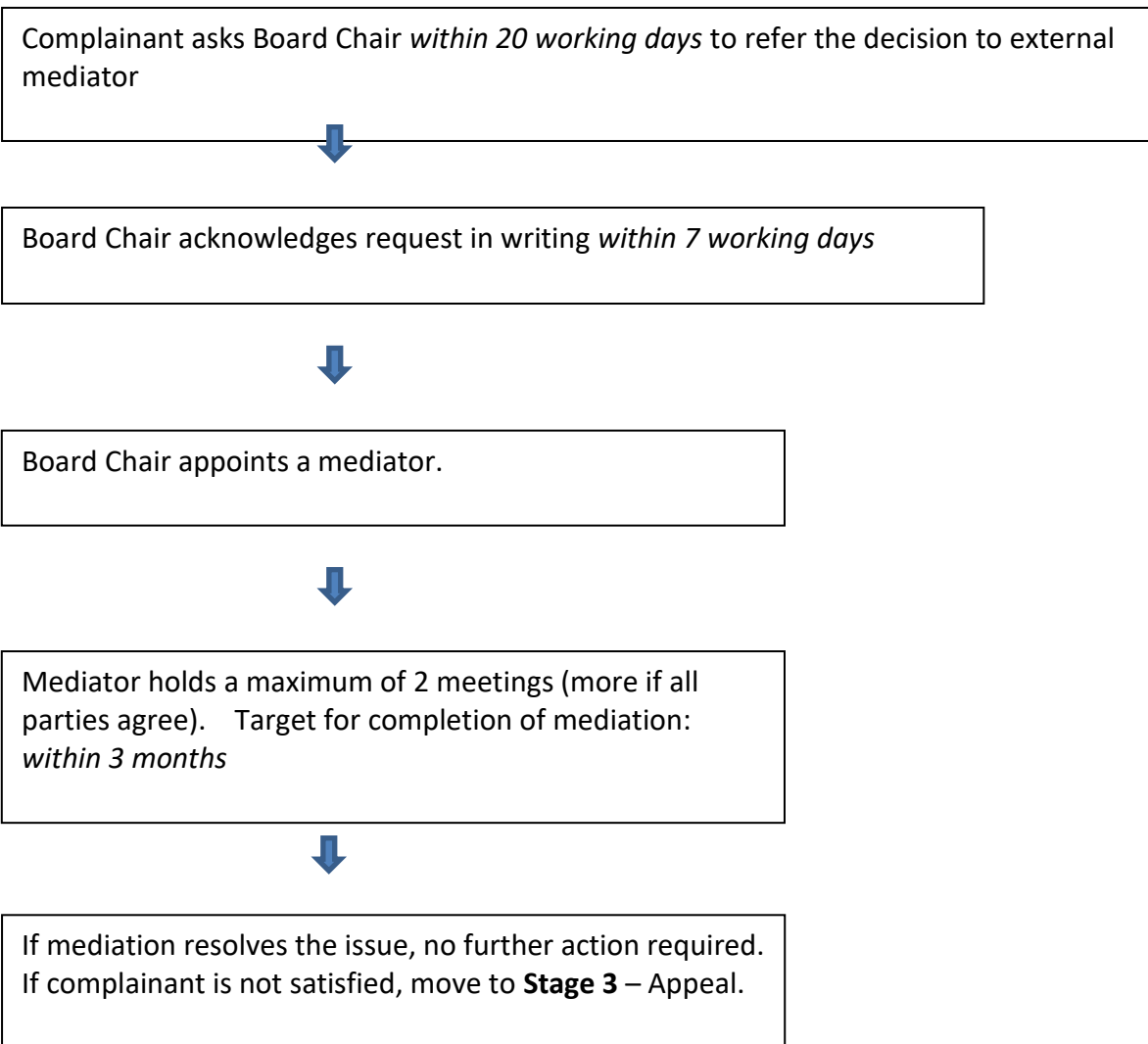


Board Chair (or delegate) provides a verbal response and a written response to the complainant *within 20 working days* unless there are exceptional circumstances



If the complainant is satisfied, no further action necessary. If the complainant is not satisfied, move to **Stage 2 – Mediation**.

Stage 2. Mediation



Stage 3. Appeal

Complainant may appeal to Care Inspectorate, Scottish Social Services Council (SSSC) or CEC's Children and Families Department as appropriate. Please note that a parent / carer can raise a complaint with any of the above at any stage.

Blackhall Nursery

Register of Complaints

Blackhall Nursery

Complaints Log Sheet

Date of complaint:

Person to whom complaint made:

Form of Complaint: (delete as appropriate)

Formal / informal Oral / Written

Name of person making the complaint:

Brief description of the nature of the complaint:

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Note of any action taken as a result, with date taken:

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Signed: Position.....