



Crombie School

Early Learning and Childcare



Complaints Policy



Policies and Procedures

Complaints Policy July 2020

POLICY AIM

The Complaints Policy has been developed in line with The United Nations Convention of the Child (UNRC) (1989): Article 42: (Knowledge of Rights): You have the right to know your rights. Adults should know about these rights and help you learn about them too.

We aim to ensure that the Complaints procedures are fair, equitable and responsive to each individual case, meeting the following Health and Social Care Standards:

2.3 - I am supported to understand and uphold my rights.

4.1 - My human rights are central to the organisations that support and care for me.

4.4 - I receive an apology if things go wrong with my care and support or my human rights are not respected, and the organisation takes responsibility for its actions.

4.8 - I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve.

The Complaints Policy is underpinned by the following national and local authority policy and guidance:

- Care Inspectorate, 2016, "Complaints"
- United Nations Convention on the Rights of the Child, 1989
- Scottish Government, 2017, Health and Social Care Standards My support, my life
- Education Scotland, 2016, How Good is our early learning and childcare?
- Aberdeenshire Council Policy Guidance, "Complaints Procedure"
- Aberdeenshire Council Guidance, "have your say guide to the Complaints handling procedure"

Who is responsible?

Head Teacher, Early Years Senior Practitioner, Early Years Lead Practitioner, Nursery Staff, Parents/carers

This policy will be reviewed regularly and in response to accident, incident or change in national or local policy or guidance



Policies and Procedures

Complaints Policy July 2020

PROCEDURE

A complaint is any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us.

At Crombie Nursery, we are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.

We believe a complaints procedure can contribute to the quality and effectiveness of the service. This policy statement sets out a procedure for parents and carers to complain about any aspect of the service. Complaints should be made constructively, and every effort will be made to resolve them at early stage. It is in the best interests of parents, carers, children, and staff that complaints are dealt with fairly and confidentially.

Refer to the Whistle Blowing policy guidance

- At Crombie School we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the Early Years Senior Practitioner for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- If the problem remains unresolved, the complainant should contact the Head teacher either by letter, telephone or in person. The Head teacher is not always immediately available, but the school administrator or clerical assistant will be happy to make an appointment at a suitable time.
- The Depute Head Teacher/ Head Teacher will listen to the complaint and investigate the circumstances surrounding it.
- The Depute Head Teacher/Head Teacher will then report back to the complainant and try to resolve the problem.
- Complaints will be acknowledged within 5 working days. Please allow 28 working days to investigate a complaint.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers of the Care Commission. Otherwise it is confidential.
- Should parents wish to contact the Care Commission direct they may call 01224 793870.
- This procedure is displayed in the Nursery for the information of parents and visitors. We comply with Aberdeenshire Council's "Procedure for Council Employees" on Comments Compliments and Complaints.

We follow Aberdeenshire Council's 'Employees Guide to the Complaints Procedure'. Further information can be found on Aberdeenshire Council's website.



Policies and Procedures

Complaints Policy July 2020

References

Care Inspectorate, 2016, "Complaints"

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

Aberdeenshire Council, no date available, "Complaints Procedure"

<http://publications.aberdeenshire.gov.uk/dataset/072f6c0d-955a-4f4c-a228-568e30884391/resource/52439609-98b5-45eb-b1e6-0d418371ba27/download/full-complaints-procedure-customerv6.pdf>

Aberdeenshire Council, no date available, "Have Your Say Guide and Complaints Process"

<https://aberdeenshire.gov.uk/contact-us/have-your-say/have-your-say-guide>

Aberdeenshire Council, no date available, "Employee's Guide to the Complaints Handling Procedure"

<https://aberdeenshire.sharepoint.com/sites/Arcadia/services/Documents/Business%20Services/CCI/Customer%20Service/Employee%20complaints%20procedure.pdf#search=complaints>

United Nations Convention on the Rights of the Child, 1989 <https://www.unicef.org.uk/what-we-do/un-convention-child-rights/>

Scottish Government 2017, Health & Social Care Standards, My support, my life.

<https://www.gov.scot/publications/health-social-care-standards-support-life>

Date of original policy

Revision Number	Details of Change	Date	Date of next review
1	Full review of procedures	September 2019	July 2020
2	Policy Update	July 2020	August 2021 ✓
4	Policy Update		August 2022 ✓
5			January 2023 ✓
6			
7			

Policy Author Diane Booth EYSP