

# Complaints and Compliments

Our nursery believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned. All compliments will be recorded and shared with staff.

We welcome any suggestions from parents on how we can improve our service, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery. If we are not able to resolve a concern there is a formal complaints procedure outlined below.

In case of a complaint relating to child protection, please refer to the Child Protection Policy.

## **Internal complaints procedure**

### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery they should in the first instance take it up with the manager or a member of staff.

### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns must be presented in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint and report back to the parent within twenty working days. The complaint and the actions taken in relation to it will be fully documented in the complaints logbook.

### **Stage 3**

If the matter is still not resolved, a formal meeting will be held between the manager, parent and a staff member to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

### **Stage 4**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with the Care Inspectorate. Parents are made aware that they can contact the Care Inspectorate at any time they have a concern, including at all stages of the complaints procedure and are given information on how to contact them. The Care Inspectorate is the

registering authority for nurseries in Scotland and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Care Inspectorate inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Parents are also informed that they can complain directly to the Care Inspectorate at any time, who will investigate. Timescales are 20 working days.

Parents have the freedom to contact the following agencies at any time.

Scottish Social Services Council (SSSC)  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
03456030891

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
03456009527  
[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

NLC Early Years and Childcare Section  
Learning and Leisure Services  
Municipal Buildings  
Kildonan Street  
Coatbridge  
ML5 3BT  
01236 812281

Cumbernauld Social Work Locality  
Bron Chambers,  
Bron Way,  
North Carbrain Road,  
Cumbernauld,  
G67 1DZ  
01236 638700  
[CumbRecServices@northlan.gov.uk](mailto:CumbRecServices@northlan.gov.uk)

National Care Standards- A caring environment, Standard 7  
Well-managed service, Standard 14

Signature	Position	Review Date