



## **Complaints Policy & Procedure**

### **Purpose of the Policy**

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively, and courteously and solutions are implemented which satisfy both the parent / carer and the setting.

### **Who is Responsible?**

It is the responsibility of the Nursery Manager / Deputy Manager, in the Managers absence to ensure that all complaints are handled. However, senior staff have been trained in the procedure for handling the initial complaint, but the Nursery Manager / Deputy Manager, in the Managers absence, will investigate and deal with the complaint efficiently and effectively.

### **Procedure**

In the event of a parent / carer wanting to complain about a member of staff or incident at Little Dreams Nursery please follow the following guidelines.

1. Speak to a member of staff or directly to the Nursery Manager / Deputy Manager about the complaint giving as much information as possible.
2. If it is discussed with a member of staff, then they will report the complaint to the Manager / Deputy Manager, in the Managers absence, and complete complaints form immediately.
3. Once made aware of the complaint the Manager / Deputy Manager, in the Managers absence, must record the complaint on the complaint log. This information is only available to the Nursery Manager / Deputy Manager.
4. The Manager / Deputy Manager, in the Managers absence, will acknowledge receipt of the complaint within 24 hours (unless over a weekend).
5. The complaint will then be investigated, and an action plan drawn up if required to address the issue.
6. The action plan will be discussed with the complainant and agreed.
7. This process will be recorded on the complaint form.
8. All complaints will be responded to with an action plan / letter from Manager / Deputy Manager, in the Managers absence, within 28 days of the complaint being made.
9. If the parent / carer feel that they are unable to speak to a member of staff, then they can also send their complaint in writing to the Manager / Deputy Manager, in the Managers absence, who will acknowledge the complaint within 24 hours and respond to it within 28 days of receipt of the letter / email.
10. If the complaint relates to the Manager / Deputy Manager or the parent / carer feels that they are unable to address the complaint with the Manager / Deputy Manager or Nursery Owner, then please send complaint in writing to Care Inspectorate.

Similarly, if the complaint is not dealt with to your satisfaction, please write to the Care Inspectorate. Please see details below:

**Contact details:**

Care Inspectorate  
48 Huntly Street,  
Aberdeen.  
AB10 1SH  
TEL. [0345 600 9527](tel:03456009527)

**Overview**

- Any complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- If a complaint is received, then it should be dealt with swiftly and in accordance with the complaints policy for the setting as detailed above.
- The member of staff who has received the complaint should complete a complaints form and give this to the Manager / Deputy Manager, in the Managers absence. Completed forms will be kept in Manager's office.
- The Manager / Deputy Manager, in the Managers absence, will acknowledge receipt of the complaint form within 24 hours (unless over the weekend), log the complaint and investigate the matter; at this stage it may be appropriate to contact the parent / carer to gather further information, all correspondence will be recorded with the complaint form / email copies, if complaint made via email.
- All complaints are discussed with all relevant staff, the issue is discussed, and corrective action agreed, a date by which the action should be taken is also agreed. This is recorded on the complaint form and then discussed with the parent / carer, this information is also issued in writing within 28 days after receiving complaint.
- If the action has not been taken by the date agreed the Manager / Deputy manager, in the Managers absence, should address the issue and identify why the action has not been taken, this should be recorded in writing and issued to the parent / carer.
- When the corrective action has been completed and the complaint has been resolved the parent / carer will be sent a complaint resolved letter within 28 days.