**Complaints**

**Policy Statement**

FSASC aims to provide a high quality, calm and consistent play provision for all children. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns over the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to a member of the senior staff team.

If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

**Procedure**

Making concerns/complaints known:

**Stage 1**

Any parent/carer who has a concern about any aspect of the club must first talk over their concerns with a senior member of staff.

**Stage 2**

If this does not have a satisfactory outcome, or if the problem recurs the parent/carer should put their concerns/complaint in writing to the club manager. All complaints will be stored at the club in the appropriate file. The club manager will investigate the concern/complaint and when completed will meet with the parent/carer to discuss the outcome. Parents will be informed of the outcome within 28 days of making the complaint. All outcomes of the complaint will be recorded and filed.

**Stage 3**

If the parent/carer is not satisfied with the outcome of the investigation, then they can request a meeting with the chairperson. An agreed written record of the discussion is made as well as any action to be taken as a result. All parties present at the meeting will be required to sign the record and will subsequently receive a copy of it.

**Stage 4**

If the complaint cannot be settled at stage 3 an external mediator will be brought in to help to settle the complaint. The mediator will keep all discussions confidential and will keep agreed written record of any meeting that are held and of any advice given.

**Stage 5**

When the mediator has concluded their investigation, a final meeting between the parents, appropriate members of staff and chairperson will be held. The purpose of this meeting is to reach an agreed decision on the action to be taken to deal with the complaint. A record of this meeting, including the decision will be created and held on file. Everyone present at the meeting signs the record and receives a copy. This signed record signifies that the procedure has concluded.

Parents may approach the Care Inspectorate directly during any part of this stage.

**Phone:** 0131 200 2324

**Address:** 40 Captain’s Road, Edinburgh EH17 8HN

**Document Control**

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