**Complaints Policy**

## Purpose of Policy

The nursery aims to provide a high quality service and in pursuing this aim, all employees of the setting will endeavour to maintain the highest possible standards of professional service and customer care. However, on occasion, users of the services, parents or visitors may feel that an aspect of the service provided does not meet the standards expected of the setting. The nursery recognises that an effective complaints procedure is essential to maintain our high standards. This policy therefore sets out the procedures to be followed in dealing with complaints by users of the company’s services, parents or visitors.

## Who is Responsible?

It is the responsibility of the Nursery Manager 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 will investigate and deal with the complaint efficiently and effectively. Should the complaint be against the nursery manager, it is the responsibility of the Childcare First Board of Directors to handle any grievances of this nature.

## Procedure

Complaints will be dealt with promptly and efficiently taking into account all of the circumstances. Wherever possible, complaints will be acknowledged, in writing by the nursery, within 5 working days of receipt. The nursery manager will aim to resolve the complaint as soon as reasonably practicable. You have the right to take your complaint to the Care Inspectorate (contact information below), at any stage.

Stage 1

Where users of the service, parents or visitors feel that an aspect of the service provided does not meet the standards expected of the setting, they can speak to a member of staff or if they’d rather, directly to the nursery manager (or senior member of staff in their absence). In the case of complaints raised by parents/carers in relation to early learning and childcare, the complaint should be directed to the child’s key worker. If this is discussed with a member of staff, a complaints form should be completed and report to the nursery manager immediately. The complaint will then be investigated and will first seek to resolve the issue through informal discussion with the relevant members of staff to address any issues and an action plan drawn up if required to address the issue. The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form.

Stage 2

If for some reason, the complaint cannot be resolved through informal discussion as outlined above, you should put your complaint in writing to the nursery manager. The nursery manager will thereafter seek to address the issue with the staff member concerned, on a more formal basis and will aim to reach a mutually acceptable outcome. The matter will be formally investigated by the management team with all parties and any witnesses being interviewed and with due regard to the relevant legislation and the company’s policies and guidelines. Subject to any requirements relating to confidentiality, the result of the investigation will be reported to you as soon as reasonably practicable after conclusion of investigations. The management team will seek to ensure a mutually satisfactory resolution to any complaint raised.

Stage 3

In the event that the process of investigation and discussion does not prove satisfactory, you should put your complaint in writing to the Board of Directors of the Childcare First. The Board of Directors will further investigate matters and try to bring matters to an acceptable conclusion. The outcome of the investigations will be reported to you, where appropriate. The decision of the Directors will be final on the matter.

## Other Contacts

Depending on the nature of your complaint, you may also wish to contact Care Inspectorate, the governing body for care services.

Care Inspectorate Renfrewshire House Cotton Street Paisley

PA1 1BF

Tel: 0345 600 9527

**Date Completed: October 2023**

**Review Date: October 2024**

*This policy will be monitored in line with relevant legislation and good practice guidelines*