



Kilcreggan Early Learning and Childcare Centre



Complaints Policy



UNCRC:

Article 2 All children have these rights

Article 12 I have the right to be listened to and taken seriously

Article 19 I have the right to be protected from being hurt or badly treated

Rationale

In order to maintain and improve the quality of service offered there must be methods for gathering information on all aspects of the provision. Anyone dissatisfied or concerned in any way has a right to voice their concerns and have them addressed. Procedures for raising and addressing concerns or complaints can contribute to the quality and effectiveness of the overall service.

Aims

- To actively seek information from all parties concerned
- To be consistent, fair and just
- To respond quickly and seek resolution

Procedures

As a staff we will:

- Publicise and make available the Complaints Policy and Procedures
- Inform parents/carers of their right to raise concerns or complain, including their right of appeal
- Provide and make accessible a format for responses
- Be aware that concerns raised around poor practice and/or procedures will carry no reprisal
- Ensure that information regarding the Care Inspectorate is appropriately displayed and communicated to parents, staff and visitors

Kilcreggan Primary ELCC

Updated Aug 2023



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- Deal with all issues raised without bias or prejudice
 - Treat all issues with respect
 - Follow set down procedures consistently
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- Offer opportunities for representation, particularly where English is a second language
 - Always acknowledge receipt of the information
 - Ensure no person will be a judge in their own case
 - State response times and adhere to them
 - Record all complaints and their outcomes
 - Respond to all complaints within 5 working days

Reporting a Complaint:

Complaints should be addressed to Allison Smith, Head Teacher in the first instance either verbally or in writing.

Complaints can also be lodged with the Care Inspectorate at:

www.careinspectorate.com or Tel: 0345 600 9527

National Care Standards

3.1 I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.

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

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

4.23 I use a service and organisation that are well led and managed.

5.19 My environment is secure and safe.



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Monitoring and Review

It is the responsibility of the Head Teacher along with the staff to monitor, evaluate and review the above arrangements and to adjust them according to need.