



## **COMPLAINTS POLICY**

Clyde Nursery Ltd always strives to offer childcare and early education of the highest standards.

Every child who attends our Nursery should expect to receive the very best in physical care as well as emotional support and understanding. Every child should also receive an appropriate level of education which will stimulate and enhance development.

Parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes for their child. We always hope that parents/carers are happy with the service provided by the Nursery. However, if you have any concerns about your child in Nursery, or about the standards of care and education being offered, or suggestions on how we might improve our services, we would like you to bring it to our attention. It is only by knowing what you think of us, good or bad, that we can meet your expectations and best serve your child.

Service users of Clyde Nursery Ltd should be able to complain effectively and without fear of victimisation. In order to achieve this, the Nursery will:

- Promote an environment of mutual respect, trust, and open communication.
  - Treat everyone equally and fairly.
  - Value the opinions expressed.
  - Operate a Complaints Procedure to support the Nursery's aims and objectives (including access to an independent arbiter when agreement cannot be reached).
  - Train staff in the handling of complaints.
  - Promote the Complaints Procedure with users.
  - Record all complaints whether informally or formally made.
  - Provide a private area for users to discuss matters with staff.
- Provide the Care Inspectorate with information on the Nursery's response to complaints as and when requested to do so.

## COMPLAINTS PROCEDURE

1. If a parent/carer has cause for complaint or has queries regarding the care or education of their child, they should in the first instance take the matter up with their child's 'Key Person' or the Room Team Leader.
2. If the issue remains unresolved, the Nursery Manager should be informed verbally. The Nursery Manager will then investigate the complaint and report back to the parent/carer within 3 working days. This will be fully documented in the Complaints logbook and will detail the nature of the complaint and any actions arising from it.
3. If the matter is still not resolved, the parent / carer must submit their concern in writing and a formal meeting should be held with a Senior member of staff, the Nursery Manager/Director, and parents/carers within 7 working days. A full record of the meeting will be taken together with actions. All attendees will sign the record and receive a copy.
4. A record of complaints will be held in the Nursery. Parents/carers will be able to access the record if they wish to, however, all personal details relating to any complaint will be stored confidentially and will only be accessible by those professionally involved in the complaint.
5. Should you feel, having talked your concerns through with Nursery Personnel, you would like an external opinion, you can contact The Care Inspectorate National Enquiry Line using the details below.

#### CONTACT DETAILS

Clyde Nursery/Gemma Peace	Nursery Manager/Director	01436 821698
Care Inspectorate National Enquiry Line	<a href="http://www.careinspectorate.com">www.careinspectorate.com</a>	0845 600 9527
Argyll and Bute Education Department	Argyll and Bute Council, Kilmory, Lochgilphead, Argyll, PA31 8RT	01546 605522

A copy of this policy is available to view in the Policy Folders held in the Nursery Office, Reception Area, Nursery Playrooms.

Reviewed: September 2021

Date of Next Review: September 2022