

# Greenbank Pre School

## Complaints Policy



### **Greenbank Pre School**

Edinburgh Greenbank Parish Church of Scotland  
Braidburn Terrace  
Edinburgh EH10 6ES

*SPPA Registration No: 0923  
Charity No SCO11325*

# Complaints Policy

Greenbank Pre School staff and management committee are committed to delivering a quality service to all children and parents. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.

This policy document sets out a procedure for parents and carers to complain about any aspect of the Pre School. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of all the parents, carers, children and the Pre School that complaints are dealt with fairly and confidentially.

## What is a complaint?

A complaint is anything a parent or carer wishes to call a complaint. This can be about any aspect of the running of the Pre School. As there is no strict definition of what constitutes a complaint, if there is any doubt, the parent or carer will be asked directly if he or she is making a complaint.

### Open access

Whatever the circumstances, staff or committee members will have a duty to inform parents and carers of their right to complain, including a right to appeal.

- The complaint will be acted upon.
- A complaint will always have a response.
- No member of staff or committee will be a judge in his/her own case.
- Staff and committee members have the assurance that at all stages of the procedure they will be allowed to put their side of the case.

## Swift resolution of the complaint

Complaints will be resolved as quickly as possible as a complaint that is left unresolved for a lengthy period of time can be a source of conflict. Delays will be avoided and times stated for dealing with complaints will be regarded as a maximum. If delays are unavoidable then the parent or carer will be informed of the delay, the reason for it and the revised timings. It should be remembered, however, that while responding to a complaint will be a matter of priority, it will not be at the expense of the need for understanding and fairness.

## Appeals process

When a complaint is made, the person making the complaint will be made aware that there is an appeals process. A parent or carer has the right to appeal if they are unhappy with the outcome of their complaint.

## Opportunities for representation

Persons making the complaint, i.e. the complainant, will have the right to have the assistance of a friend, relative or representative to give support at different stages of the complaints procedure.

## **Complaints process:**

### **How to make a complaint -**

Complaints can be made to group staff or committee members. There are two ways in which they can be made and heard: informally and formally.

#### **Informally**

The initial approach by a parent or carer may be on an informal basis. The staff or committee member will listen carefully and after discussing the situation with the parent or carer they should agree whether the matter:

- has been resolved satisfactorily
- should move to the formal complaint process.

The staff or committee member will agree the course of action with the parent or carer and carry it out. When an informal approach is adopted the complainant should be kept informed by the relevant staff or committee member.

#### **Formally**

If the parent or carer wishes to make use of the formal procedure, then he or she should

- put the concerns or complaint in writing to the chair of the management committee, unless the complaint is about them when it should be addressed to another member of the management committee
- receipt of the complaint will be acknowledged within ten working days
- request a meeting with the person they have written to
- at the meeting have a friend, partner or representative present
- have a written record of the discussion made and agreed

Most problems should be sorted out at this stage; if not then the appeals process will be followed.

### **Appeals process**

If the complainant is not satisfied that the problem has been resolved, they should contact the same person the original complaint was sent to again in writing. If the complainant and management cannot reach agreement, an external mediator, acceptable to both sides, will be invited to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will:

- help to define the problem
- review the actions
- suggest further ways which might resolve it
- meet with the group if requested
- keep an agreed written record of any meetings held and the advice given
- keep all discussions confidential

In certain circumstances it will be necessary to involve the local authority if:

- a child appears to be at risk of any kind
- there appears to be a possible breach of registration requirements. In such cases the parents, carers and management committee will be informed.

## **Important Addresses**

The Care Inspectorate, 3 C and D, South Victoria Quay, Edinburgh EH6 6QQ Tel 0345 600 9527

Early Years Scotland, 21 Granville Street, Glasgow, G3 7EE. Tel: 0141 221 4148

Early Years Scotland is a company limited by guarantee, registered in Scotland No 86932 and a Scottish Charity No SC003725.

**All staff and committee members will have a working knowledge of this policy.**

**Date of review    May 2018**

**Name Joan Ritchie**