**John Logie Baird ELCC**

**Complaints Policy**

**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 the right to voice their concerns and have them addressed. Procedures for raising and addressing concens or complaints can contribute to the quality and effectiveness of the overall service.

Aims:

1. To actively seeks information
2. To be consistent and fair.
3. To respond quickly and seek resolution.

Procedures:

1. Publicise and make available the complaints policy and procedures as laid down by Argyll and Bute.
2. Inform parents and carers of their right and raise concerns or complain including their rights of appeal.
3. Provide and make accessible a format for responses. ELCC staff will direct parents to senior management in the first instance.
4. Be aware that concerns raised around poor practice and or procedures will carry no reprisal.
5. Ensure information regarding Care Inspectorate is appropriately displayed and communicated to parents, staff and visitors.
6. Deal with issues raised without bias or prejudice.
7. Treat all issues with respect.
8. Staff will endorse and follow procedures laid down in Argyll and Bute complaints procedures.
9. Offer opportunities for representation, particularly when English is a second language.
10. Always acknowledge receipt of information.
11. Ensure no person will be judged in their own case.
12. State response times and adhere to them.
13. Record all complaints and their outcomes.

Complaints can be logged with the Care Inspectorate.

**Updated:** January 2023

**Reviewed:** January 2024