**Portlethen Primary School Nursery**

**Complaints Policy**

**Purpose of the Policy**

The purpose of this policy is to ensure that any complaints about the service are handled quickly, effectively and courteously and solutions are implemented which satisfy both the parent / carer and the setting.

**Policy Statement**

At Portlethen Primary School Nursery, we endeavour to provide a service that you will be extremely satisfied with at all times, but we do realise that, on occasion, you may not be entirely satisfied with the service. If you feel that you wish to complain about any aspect of our service, please feel free to discuss your complaint at any point with any member of our team. We will deal with your complaint professionally and promptly, to ensure that any issue arising from the complaints are handled effectively and timeously to ensure the welfare of all of our service users. We welcome any suggestions on how we can improve our service, and we will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below. In the case of any complaints raised regarding our service with the Care Inspectorate, we will co-operate fully in order to resolve any issue.

**Who is Responsible?**

It is the responsibility of the manager to ensure that all nursery complaints are handled. However, senior staff have been trained in the procedure for handling the initial complaint, but management will investigate and deal with the complaint efficiently and effectively.

**Procedure**

In the event of a parent / carer wanting to complain about a member of staff or incident at Portlethen Primary School Nursery please follow the following guidelines.

* Speak to a member of staff or directly to management about the complaint, giving as much information as possible. If it is discussed with a member of staff and the issue is not resolved then the member of staff will report the complaint to the manager immediately. The manager will acknowledge receipt of the complaint to the person raising the issue. The complaint will then be investigated and an action plan put in place to address the issue. The action plan will be discussed with the complainant and agreed.
* If the parent/carer feels that they are unable to speak to a member of staff, then they can also send their complaint in writing to the manager who will acknowledge the complaint by return in writing. If the complaint relates to the manager or the parent/carer feels that they are unable to address the complaint with one of the nursery staff then please send complaint in writing to Care Inspectorate.

Similarly if the complaint is not dealt with to your satisfaction please write to Care Inspectorate. The Care Inspectorate aim to respond to a complaint within 20 working days.

Contact details:

Care Inspectorate,

Compass House,

11 Riverside Drive,

Dundee,

DD1 4NY

Tel: 01382 207100