

## **COMPLAINTS POLICY**

### **Rationale**

At Forfar ELCC and Angus Council we are committed to maintaining and improving the quality of our provision for children and families. There must be a system in place for gathering information on all aspects of provision. All stakeholders have the opportunity and right to raise any concerns or issues they may have and have these addressed in a transparent and fair way. Raising and addressing complaints can contribute to the quality and effectiveness of the overall service.

**This guidance will help providers and staff to take into account the relevant Health and Social Care Standards:**

- 4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.
- 4.20 I know how, and can be helped, to make a complaint or raise a concern about my care and support.
- 4.21 If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

**This guidance will help providers and staff to take into account the relevant Quality Indicators from How Good is our Early Learning and Childcare: [How Good Is Our Early Learning and Childcare](#)**

- 1.3 Leadership of change
- 1.4 Leadership of management and practitioners
- 2.1 Safeguarding and child protection
- 2.7 Partnerships
- 3.1 Ensuring well-being, equality and inclusion

**This guidance will help providers and staff to take into account the relevant articles from the UN Convention on the Rights of the Child: [A Summary of the UN Convention on the Rights of the Child](#)**

- Article 12 – respect for the views of the child
- Article 13 – freedom of expression
- Article 18 – parental responsibilities and state assistance
- Article 19 – protection from violence, abuse and neglect

**This policy will be monitored by / through:** ELC staff team in consultation, children, parents, staff and other professionals using:

- annual audit that the relevant information is displayed appropriately and all stakeholders are aware of the procedures
- stakeholders' awareness of their right to complain directly to the Care Inspectorate
- Care Inspectorate annual returns

This policy will be reviewed in:	12 months
Review Date:	August 2025
Reviewed By:	Management

<b>AIMS</b>	<b>OUTCOMES</b>	<b>IMPLEMENTATION</b>
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<ul style="list-style-type: none"> <li>• To ensure all stakeholders are aware of and understand the complaints policy and procedure</li> <li>• To be consistent, fair and just in a culture of openness and transparency</li> <li>• To respond timeously and appropriately to seek a resolution</li> <li>• To ensure children's rights are upheld in accordance with the UNCRC</li> </ul>	<ul style="list-style-type: none"> <li>• Complainants are listened to</li> <li>• Appropriate measures are taken regarding the complaint</li> <li>• Any investigations have been carried out timeously and in a fair and unbiased manner</li> <li>• Within and beyond our setting there is a shared understanding of wellbeing and children's rights</li> </ul>	<ul style="list-style-type: none"> <li>• Include appropriate information about how to make a complaint in parent/carer communication, e.g. handbook, induction visits and on notice board</li> <li>• Offer opportunities for representation particularly where English is a second language</li> <li>• Follow guidance in Health &amp; Social Care Standards 4.11, 4.20 &amp; 4.21: <a href="#">Health and Social Care Standards</a></li> <li>• How Good is Our Early Learning and Childcare Quality Indicators – 1.3, 1.4, 2.1, 2.7, and 3.1</li> <li>• Ensure full account is taken of children's rights as detailed above</li> <li>• Deal with all issues raised without bias or prejudice</li> <li>• Investigate and resolve the concerns as quickly as possible in line with the Care Inspectorate timelines</li> <li>• All staff to be aware of procedure for complaint handling. <u>Complaint handling procedure – (CHP)</u></li> <li>• Ensure the contact information regarding the Care Inspectorate is appropriately displayed and communicated to parents, staff and visitors</li> <li>• <a href="https://www.careinspectorate.com/complaints">Care inspectorate.com/complaints</a></li> <li>• If a complaint is to be investigated by the Care Inspectorate the management should inform the Local Authority Early Years' Service Manager</li> <li>• Ensure alternative personnel are available in case of conflict – seek mediation if required</li> <li>• Publicise and make available the Local Authority and Care Inspectorate complaints procedures.</li> <li>• All staff understand their responsibilities as duty bearers to respect, promote and realise children's rights</li> </ul>
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