

## Laurencekirk Nursery

### Complaints Procedure



UNCRC states:

**Article 42:** *(Knowledge of Rights): You have the right to know your rights. Adults should know about these rights and help you learn about them, too.*

The aim of this procedure is to ensure that a clear procedure is in place should anyone feel that they wish to make a complaint. This procedure is followed so that consistent support is given to those wishing to do this and to resolve the situation where possible.

The following procedure has been written based on *Employees Guide to the Complaints Handling Procedure* *Complaints Guidance via Feedback Team; Aberdeenshire Council; Procedure for Handling Complaints; Care Inspectorate, 2020; Health and Social Care Standards My support, my life* (regarding descriptive statements 2.3, 4.1, 4.4, 4.8) *Care Inspectorate, 2017;*

We welcome regular feedback regarding the service we provide. Compliments, complaints or general feedback can be fed back verbally or via email to any of the nursery team. This is dealt with in the appropriate manner and shared with the relevant people.

If someone makes a complaint to the setting, the following process is followed:

- EYSP or a staff member will contact the person directly to discuss the matter further.
- EYSP will address the issue and inform the person/s of outcome.
- Where necessary, an apology is made.
- If required, an investigation is carried out and feedback given to the complainant.
- If the person making the complaint wishes to take this further or feels that the service is not to a suitable standard, they are made aware of how to do this.
- Person making complaint is given the details for Aberdeenshire Council Feedback Team or Care Inspectorate.

Any complaints and person making complaint is treated with confidentiality, respect and empathy. Staff continue to work alongside and closely with the family to best support the child and ensure their needs are fully met.

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