

Willowview Early Learning Centre

Complaints Procedure

Rationale

To ensure that complaints are acknowledged and resolved (if possible) in a timely manner.

Legislative Framework

Argyll and Bute Complaints policy

Implementation

- Any complaint that is made by a parent/carer should be directed to Head of Centre or in their absence Lead Practitioner.
- When dealing with complaints staff should:
 - Act in a professional manner
 - Remain unbiased and objective
 - Observe confidentiality at all times
- If necessary the Head of Centre will meet with the parent/carer
- If a satisfactory conclusion is not reached the parent/carer will be given a complaints form and referred to Argyll and Bute Education Services link below.
- Complaints must be acknowledged within 3 working days and a full response should be provided within 20 working days from when you received the complaint.
- Parents will also be referred to Care Inspectorate if required at the link below.

Addresses

Argyll and Bute Council
Kilmory,
Lochgilphead
Argyll
PA31 8RT

Or you can email complaints@argyll-bute.gov.uk

Or you can email Care Inspectorate concerns@careinspectorate.gov.scot

- All staff are responsible for dealing with complaints efficiently and objectively.
- Head of Centre and Lead Practitioner are responsible for dealing with all complaints appropriately.
- If the matter remains unsolved the Head of Centre and Lead Practitioner should ensure that parents/carers are informed of next steps.

Monitoring

- The Head of Centre and Lead Practitioner are responsible for ensuring this procedure is implemented and monitor implementation.

Review

Annually and as and when required.