

Complaints Policy/Procedure

Staff aim to work in close partnership with all parents/carers to meet the needs of their children. However, if there is any aspect of the service that does not meet your expectations, I (Service Manager) am happy to discuss this with you. If you feel comfortable communicating this verbally, we can hopefully resolve the issue right away. If you would prefer to raise a concern or make a complaint in writing, you can send this to my email address or by post as follows:

Email – emmagow47@hotmail.com

Complaints Address – 9 Latch Burn Wynd, Dunning, PH2 0SP

It is a condition of registration to investigate all written complaints relating to the safeguarding and welfare requirements of the Care Inspectorate. I will investigate fully and notify the complainant of the outcome within 20 working days of receipt of the complaint. It is a requirement by Care Inspectorate that all complaints are logged, along with the outcome and any action taken. All service users will be provided with a written copy of this policy if requested.

I will record the following information:

- the name of the person making the complaint
- the Care Inspectorate requirement to which the complaint relates
- the nature of the complaint
- the date/time of the complaint
- any action taken in response to the complaint
- the outcome of the complaint investigation
- details of the information and findings that were given to the person making the complaint, including any action taken

I will keep a written record of complaints and their outcomes for at least three years.

How to make a complaint to the Care Inspectorate

If we cannot resolve an issue between ourselves and you wish to make a formal complaint then you can contact the Care Inspectorate on 0345 600 9527 between 9am and 4pm, Monday to Friday or you can email them at concerns@careinspectorate.gov.scot or write a letter and post to:

Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY

When you first contact them, remember to tell them:

- The name of the care service
- The full names of people who are affected by the issue or concern
- Details of the incidents or concern which happened during the last six months
- Your full name, an email address and telephone number