



Early Learning and Childcare Centre

## COMPLAINTS POLICY

Ferryfield welcomes complaints, comments and compliments as a means of improving our service to the children and their families. Both service users and staff are actively encouraged to make their views known to staff and Management, in the knowledge that these views will receive a considered response.

To achieve this Ferryfield will

- Promote an environment of mutual respect, trust and open communication.
- Treat everyone with due concern and equal respect.
- Produce an environment that enables complaints, comments and suggestions to be made without fear of victimisation.
- Adhere to the Regulation of Care (Requirements as to Care Services, Scotland) Regulations 2002 SSI 2002/114: 25(1)(2)(3)(4)(5)(6)(a)(b)(7) with regard to complaint policies and procedures.
- Record all complaints whether formally or informally made.
- Respond to all complaints within 28 days.
- Provide a private area where complaints, comments can be discussed with staff / service users.
- Provide Social Care and Social Work Improvement Scotland (SCSWIS) with information on the responses to complaints, comments and suggestions as and when requested.
- Service users and staff can also raise complaints and concerns direct with SCSWIS.

SCSWIS have an everyday name of "Care Inspectorate" their local office is:

Quadrant House,  
11 Riverside Drive,  
**Dundee,**  
DD1 4NY  
Telephone: 0845 600 9527

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

Adopted by the Committee .....

Date .....

August 2016