



Early Learning and Childcare Centre

COMPLAINTS POLICY

The Care Inspectorate’s Health and Social Care Standards inform the standard of practice expected of Ferryfield’s staff, when following this policy they are adhering to:

Standard 4: I have confidence in the organisation providing my care and support

Responsive care and support

4.20 – I know how, and can be helped, to make 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.

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, Manager and the Management Committee, in the knowledge that all views, informal complaints and formal complaints 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.
- Provide service users with a copy of the complaints procedure, on request.
- 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

Adopted by the Committee

Date

August 2019

Castlehill, Cupar, Fife, KY15 4HA
Telephone 01334 655066 E-mail: ferryfieldpg@aol.com
Scottish Charity Number SCO02153

Complaints Policy