

## Comments and Complaints Policy for Early Learning and Childcare Settings Cawdor Primary School ELC

We hope you and your child will enjoy spending time in our setting and we welcome comments or suggestions which could help us to improve our service.

However, we are aware that difficulties can occur from time to time and if you feel you have reason to complain please follow the procedure outlined below.

- Speak to your child's keyworker, either at the beginning or end of a session. Issues can often be resolved quickly once the problem is highlighted and we can agree on how it can be solved.
- Alternatively, an appointment can be made to speak in private to your child's keyworker.
- In consultation with parents/carers it will be decided if the matter needs to be taken further, in which case the Head Teacher/Manager will be informed and a meeting arranged. This will take place within 10 working days from the time the complaint is received.
- If necessary, in Local Authority settings, the matter will be brought to the attention of the Area Care and Learning Manager who will decide what the next steps should be.
- Parents will be kept fully informed at each stage and will be invited to attend any meetings being held.

Parents/carers are also able to contact the Care Inspectorate directly with a formal complaint.

### Care Inspectorate How to raise a concern or a complaint

For a registered care service, you can choose to contact us directly by either:

- filling in our [online form](#)
- calling us on 0345 600 9527 between 9am and 4pm, Monday to Friday
- emailing us at [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

Details on how to make a formal complaint can be found in The Care Inspectorate publication "Unhappy about a Care Service?" You will find a copy of this displayed on the parent noticeboard and it can also be downloaded from:

<http://www.careinspectorate.com/images/documents/167/Unhappy%20about%20a%20care%20service%20-%20May%202014.pdf>

or go to the care Inspectorate Website

<https://www.careinspectorate.com/index.php/complaints>

Adele Mackenzie – Early Years Practitioner \_\_\_\_\_

Caroline Docherty – Early Years Practitioner \_\_\_\_\_

Donna Martin – Early Years Practitioner \_\_\_\_\_

Gizelle Souter – ELC Support Worker \_\_\_\_\_

James Cook – Head Teacher \_\_\_\_\_