

Complaints Policy

Purpose of the policy.

This policy describes our complaints procedure and how to make a complaint. It also lays out how we will handle a complaint and what can be expected from us. If something goes wrong or you are dissatisfied with our service this policy is to ensure that any complaints about the service we provide are handled quickly, effectively and efficiently and satisfying solutions reached.

What is a complaint

A complaint is an expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us.

Formal Complaints procedure

Stage One

- In the event of a complaint regarding an aspect of the Playgroup's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.
- The Playgroup is committed to an open door policy with parents and welcomes comments about quality of the Playgroup and services. Any negative points will be acted upon and necessary actions agreed and carried out immediately.
- In the first instance of a concern arising, the Playgroup Manager, Committee and staff team will seek to resolve the problem with the complainant. If the situation is not resolved to the satisfaction of the complainant Stage Two of the procedure will come into operation.

Stage Two

- If Stage 1 procedures have failed to produce a resolution the complainant should put the issues in writing to the Manager and Committee of the Playgroup.
- Torphins Playgroup will acknowledge receipt of the complaint within three working days in writing to the complainant. The complaint will be fully investigated within 10 working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, the Playgroup will advise the complainant of this and offer an apology and date for an expected reply and resolution.
- If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police.
- The written response to the complaint will be sent to the complainant. The response will include the conclusion to the full investigation and any amendments to the Playgroups policies, practices or procedures to prevent the situation arising in the future.



- The Playgroup Manager and Committee Chairperson will offer to meet the complainant concerned to discuss the complaint and the Playgroups investigation and conclusion.
- At all times the Playgroup and Committee will seek to re-establish a positive and constructive relationship with the complainant.

Making a Complaint to the Care Inspectorate

If the complainant does not feel that the investigation satisfactorily answered their complaint they can submit a complaint to the Care Inspectorate.

Care Inspectorate
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Compass House
11 Riverside Drive
Dundee
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0345 600 9527

November 2023