

COMPLAINTS PROCEDURE

THE AIMS OF THE PROCEDURE

In this complaints procedure, North Edinburgh Childcare is trying to ensure that members of the public know:-

- What a complaint is
- How you can complain
- How your complaint has been dealt with

North Edinburgh Childcare will try to ensure:-

- Anyone wishing to make a complaint knows how to go about it
- North Edinburgh Childcare responds to complaints in a courteous and efficient way
- People are satisfied that North Edinburgh Childcare will take complaints seriously and deal with complaints effectively

North Edinburgh Childcare welcomes complaints and feedback as it allows the organisation to learn and improve its services.

WHAT IS A COMPLAINT?

A complaint may arise, for example, if a person thinks the service has:-

- Failed to do something it should have done
- Acted unfairly or in a discriminatory way

Examples of Complaints:-

- Failure to provide a service at the right time or to the expected standard
- Neglect or delay in answering a query or responding to a request for a service
- Failure to follow North Edinburgh Childcare agreed policy, rules or procedures
- Failure to take proper account of relevant matters in coming to a decision
- Discourteous conduct by a member of staff
- Harassment, bias or discrimination

A COMPLAINT MAY BE MADE BY:

- Anyone who receives or wishes to receive a service from North Edinburgh Childcare
- Someone acting on behalf of an individual or group who receives or wishes to receive a service

WHAT WILL HAPPEN

If you wish to make a complaint you should:-

- Speak to the senior member of staff responsible for the particular service you use within the Centre
- This person will listen to your complaint and depending on the nature of the complaint will in the first instance try and resolve the problem through informal discussion. North Edinburgh Childcare expects that most complaints can be resolved with the senior member of staff of the particular service.

If you feel the problem has not been resolved, they will take your complaint to the General Manger who will attempt to resolve the problem through further discussions with yourself and the senior member of staff involved. Every effort will be made to address your concerns, provide answers and resolve problems.

If every attempt to settle the complaint with the General Manager has been unsuccessful, then you can take the matter to the NEC Board of Directors. You should put your complaint in writing to the convener. You should include your home address and telephone number. Please make clear exactly what your complaint is and what you would like to be done.

Your written complaint will be acknowledged within 5 working days.

Following the investigation of your complaint, a full reply will be sent as quickly as possible, and not later than 10 days.

This will tell you of the outcome of your complaint. It will explain the conclusion, the reason for it, any action proposed and any further action you may take.

Your complaint will be dealt with in a confidential manner and knowledge of it will be limited to those directly involved.

ACTION TO BE TAKEN IF A COMPLAINT IS JUSTIFIED

If a complaint is justified, the steps which North Edinburgh Childcare will take are:-

- Put right what went wrong
- Adjust service delivery to try to prevent a similar problem arising in the future
- Offer an apology

When the procedures are complete North Edinburgh Childcare hopes you feel satisfied, or at least, accept that your complaint has been fully and fairly considered.

CARE COMMISSION

You have a right to complain to the Care Commission at the address given below at any time. They will normally expect you to have given North Edinburgh Childcare full opportunity to address the issue first.

Scottish Commission for the Regulation of Care
South East Region
Stuart House
Eskmills
MUSSELBURGH
EH21 7PB

MONITORING OF COMPLAINTS PROCEDURES

A confidential record of all complaints will be kept by North Edinburgh Childcare. The complaints system will provide information to improve the service, identify training needs and increase levels of public satisfaction within North Edinburgh Childcare.

The complaints procedure described in this document is distinct from North Edinburgh Childcare disciplinary procedures for members of staff. Any action to be taken against an employee as a result of a complaint will be investigated under staff disciplinary procedures. The complainant will be informed in writing of the appropriate action taken.