



Dunoon ELC Promoting Complaints Policy

This policy was adopted at a meeting of:

Dunoon Early Learning and Childcare

On May 2022

Signed: *Brenda Reid*

Designation: Head Teacher

Statement of Purpose

The UN Convention on the Rights of the Child



Article 2 (non-discrimination)

Article 12 (respect for views of the child)

Article 19 (protection from violence, abuse and neglect)

As a nursery, Dunoon ELC aims to provide a warm and caring environment where all children can develop and learn as they play. We believe children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. Dunoon ELC strives to ensure all children and families are happy with the service we provide.

Procedure

Our intention is to work in partnership with parents and carers and we welcome suggestions on how to improve our setting at any time. We also appreciate hearing if there are comments or positive feedback that can be passed onto the team. This can be done through contacting the Principal Teacher by email, by phone or in person, or by speaking to one of the Nursery Team.

Complaints will be dealt with both professionally and promptly to ensure any issues arising from the complaints are handled effectively and to ensure the welfare of all children.

If any parent has a cause for complaint or queries regarding the care provided by the nursery, they should in the first instance speak with either your child's Key Worker or the Principal Teacher. The issues or concerns will be investigated thoroughly and a confidential written record of the meeting will be noted in addition to actions agreed.

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then these concerns can be raised with the Head Teacher of Dunoon Primary School:

Brenda Reid: brenda.reid@argyll-bute.gov.uk

If you decide to contact The Care Inspectorate regarding any concerns you may have about your child's care or if you feel we have not handled your complaint appropriately the contact details are:

Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Tel: 0345 600 9527

Email: enquiries@careinspectorate.com

www.Careinspectorate.com

Monitoring of this Policy

It will be the responsibility of the Head Teacher to ensure that all staff, including new or temporary staff, are familiar with this policy and to monitor that it is being implemented. This will be achieved by observing and monitoring practice within the setting and reviewing the policy annually in conjunction with parents and children.

Links to national policy:

Health and Social Care Standards My Support, my life (Scottish Government 2017)

<https://www.gov.scot/Resource/0052/00520693.pdf>

<https://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

<https://www.gov.scot/Resource/0042/00423979.pdf> (GIRFEC)

My world triangle – how I grow an develop

<http://www.educationscotland.gov.uk/earlyyears/prebirthtothree/index.asp>

<http://www.gov.scot/Resource/0045/00458455.pdf> (*Building the Ambition*, Scottish Government 2014)

<https://beta.gov.scot/publications/un-convention-rights-child-guide-children-young-people>

<http://www.sssc.uk.com/about-the-sssc/codes-of-practice/what-are-the-codes-of-practice>

Children and Young People (Scotland) Act 2014

http://www.legislation.gov.uk/asp/2014/8/pdfs/asp_20140008_en.pdf