



Comments and Complaints

Mid Annandale Playcare is committed to delivering a quality service to all its members. It aims to take effective action to ensure standards are upheld and welcomes being informed where they have not been satisfactory. This policy document sets out a procedure for parents and carers to complain about any aspect of Mid Annandale Playcare. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of all parents, carers, children and Mid Annandale Playcare that complaints are dealt with fairly and confidentially.

We would welcome feedback from parents of children who use the Facility. The Board of Directors Manager/Deputy or senior staff will be happy to listen to your comments and to pass these on to colleagues. You may wish to pass on specific information concerning your child or offer more general comments regarding the facility. It is not always convenient to speak to staff at length whilst they are working with the children. Feel free to make an appointment or come to the office where staff are available.

Open Access

Whatever the circumstances, the Directors and staff will have a duty to inform parents or carers of their right to complain, including a right to appeal.

- The complaint will be fully investigated and acted upon.
- A complaint will always have a response.
- No director or member of staff will be a judge in his/her own case.

Complaints process

How to make a complaint:

Complaints can be made to Mid Annandale Playcare's staff or committee members (directors@mapchildcare.co.uk.) There are two ways in which they can be made and heard: informally and formally. We are registered by Care Inspectorate, so therefore a complaint can be made directly to Care Inspectorate by contacting their local office.

Swift resolution of the complaint

The directors will, within 20 days after the date on which the complaint is made, or shorter period as may be reasonable in the circumstances, inform the person who made the complaint of the action (if any) that is to be taken.

Informally

The initial approach by a parent or carer may be on an informal basis. The Directors/staff will listen carefully and after discussing the situation with the parent or carer they should agree whether the matter:

- has been resolved satisfactorily.
- needs further investigation; if this is required the complaint should be resolved within 20 days. If delays are unavoidable the complainant will be informed of the delay, the reason for it and the revised timescale.
- should move to the formal complaint process.

Formally

Stage 1

If the parent or carer wishes to make use of the formal procedure, then he or she should:

- put the concerns or complaint in writing to Karen Beattie (Chairperson). The receipt of the complaint will be acknowledged within three working days.
- request a meeting with the chairperson.

•at the meeting have a friend, relative or representative present.

The complaint will be investigated and responded to within a further seventeen working days. A confidential written record of the meeting will be made and actions agreed will be noted. Most problems should be sorted out at this stage; if not then the appeals process will be followed.

Appeals

If the issue or complaint has not been satisfactorily resolved and the parent is still unhappy, he/she may write to the board of Directors, "Mid Annandale Playcare", Harcourt Place, Lockerbie, to air their grievances. The issue will then be dealt with by the Board of Directors within 28 days. If necessary the parent will be invited to meet with the Executive Members of the Board of Directors, who will endeavour to satisfy the request of the parent. In certain circumstances it will be necessary to involve the local authority and or Care Inspectorate if:

- A child appears to be at risk of any kind.
- There appears to be a possible breach of registration requirements.

Opportunities for representation

Persons making the complaint, i.e. the complainant, will have the right to have the assistance of a friend, relative or representative to give support at different stages of the complaints procedure.

**Contact:
Care Inspectorate
Solway House
Dumfries Enterprise Park
Tinwald Downs Road
Dumfries
DG1 3SJ
Tel: 01387 734980**