

Complaints Policy



Fraserburgh South Park Nursery

2023

'We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.'

We believe a complaints procedure can contribute to the quality and effectiveness of the service. This policy statement sets out a procedure for parents and carers to complain about any aspect of the service. 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 parents, carers, children, and staff that complaints are dealt with fairly and confidentially.

- At South Park School and Nursey we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the nursery staff for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- If the problem remains unresolved, the complainant should contact the Early Years Senior Practitioner either by letter, telephone or in person. The Senior Practitioner is not always immediately available, but the school administrator or clerical assistant will be happy to make an appointment at a suitable time.
- The Early Years Senior Practitioner will listen to the complaint and investigate the circumstances surrounding it.
- The Senior Practitioner will then report back to the complainant and try to resolve the problem.
- If the complaint cannot be resolved at school level, the complainant or the Senior Practitioner may contact the Feedback Team at Aberdeenshire Council, Woodhill House Annexe, Westburn Road, Aberdeen, AB16 5GJ, telephone 01224 664610.
- Complaints will be acknowledged within 5 working days. Please allow 28 working days to investigate a complaint.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers of the Care Inspectorate. Otherwise it is confidential.
- Should parents wish to contact the Care Inspectorate direct they may call 01224 793870 or email enquiries@careinspectorate.com

Aberdeenshire Complaints Procedure states "We are committed to making our service easy to use for all members of the community. In line with our statutory equalities' duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing please tell us in person, email us at feedback.team@aberdeenshire.gov.uk or call us on 01346 585 863".

More information can be found here

https://www.aberdeenshire.gov.uk/media/14581/complaints-procedure-customer_v6.pdf

We comply with Aberdeenshire Council's "Procedure for Council Employees" on Comments Compliments and Complaints. Copies of this policy are available from the local library or www.aberdeenshire.gov.uk.