



This policy keeps in line with
UNCRC Article 12;

Every child has the right to express
their views, feelings and wishes in all
matters affecting them, and to have
their views considered and taken
seriously.

COMPLAINTS POLICY

Tarbert after School care is committed to providing a quality service while working in an open and accountable way that builds the trust and respect of all our parents, guardians and children. One of the ways in which we can continue to improve our service is by listening and responding to the views of our parents/carers, children and staff; in particular by responding positively to complaints.

Therefore, we aim to ensure that:

1. Making a complaint is as easy as possible.
2. We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
3. We deal with it promptly, politely and, when appropriate, confidentially.
4. We respond in the right way- for example, with an explanation, or an apology where we have got things wrong, or information on any action is taken.
5. We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly and efficiently to a conclusion.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Tarbert After School Care responsibility will be to:

- Acknowledge having received a formal complaint in writing within seven days.
- Investigate and try to resolve the complaint within three weeks of receipt of complaint.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

- Tarbert after school care will always respond in writing once a resolution has been reached.

A complainant's responsibility is to:

- Bring their complaint, in writing, to Tarbert after school care, normally within 7 working days of the issue arising;

If a service user does not feel that Tarbert After School Care has dealt with their complaint adequately, they can contact the Care Inspectorate directly:

0845 600 9527

Care Inspectorate

Compass House

11 Riverside drive

Dundee

DD1 4NY

Online: enquiries@careinspectorate.com

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Tarbert after school care maintain confidentiality. However, the circumstances giving rise to the complaint may not be possible to maintain confidentiality (with each complaint judged on its own merit) Should this be the case, the situation will be explained to the complainant.

Monitoring and reporting

Tarbert After School Care will annually audit reports of complaints made and their resolution. Complaints are held in records for a period of five years.

Verbal Complaints

All staff have a responsibility to respond to verbal complaints, which may be raised in person or over the telephone. Often these complaints are about very minor matters which can be dealt with immediately. In such cases the member of staff receiving the complaint should clarify what the issues are and attempt to resolve them. This will usually just mean explaining a procedure or policy to the complainant.

All verbal complaints will be dealt with discreetly given a sympathetic hearing and the complainant provided with a reasonable answer.

If it is not possible to resolve the complaint on the spot or if the complainant does not accept the response the matter should be referred to the Manager.

If a member of staff feels that a verbal complaint raises a serious matter they should encourage the complainant to raise their complaint in writing to the manager. Discretion will be used when deciding whether or not a verbal complaint is of a serious nature. This is a matter of individual judgement but if staff are unsure they should seek advice from the manager. Equally, if a member of staff is uncertain how a particular complaint should be addressed they should seek advice in the same way.

If the complainant wishes to have their verbal complaint investigated formally and are unwilling or unable to put their concerns in writing themselves the manager will record the issues in the formal report. This report will be sent to the complainant for their confirmation that the report is an accurate record of the concerns raised. The report will then be dealt with in the same way as a formal written complaint.