



Wee Mack's Complaints Procedure

March 2021

At Wee Mack's we aim to provide high quality services for everyone, but accept that sometimes things don't always go according to plan. In such circumstances, we will always try to put it right and address the issue.

If at any time parent/carers are not happy with the service we provide, there is a clear procedure to follow:

Stage 1

If any parent/carer has cause for concern, in the first instance, we would encourage them to speak directly to your child's key worker or other staff member in their room, if deemed appropriate. Most situations can be addressed at this point.

If that is not possible, then speak to the Nursery Manager informally, to try and resolve the problem. If a satisfactory solution cannot be found at this stage, then stage 2 of the procedure should be followed. You can also contact the Care Inspectorate with any concerns you may have at any point on 0345 600 9527 or email concerns@careinspectorate.gov.scot.

Stage 2

If the complainant feels their complaint has not been resolved through discussion, they should then put their complaint in writing to the Nursery Manager, including names, dates, evidence and any other important information related to the nature of the complaint.

If the Nursery Manager has good reason to believe that the situation has Child Protection implications, they will contact the Local Safeguarding Children's Board, and follow the Child Protection policy.

If the Nursery Manager has good reason to believe that a criminal offence has been committed, then they will contact the police.

We will acknowledge receipt of the written complaint as soon as possible and investigate the matter within 15 days. If there is a legitimate delay in responding, we will advise the complainant with an explanation. We will provide you with a full and formal response, which will be copied to all relevant members of staff if appropriate. The response will include any action or change to our policies and procedures, emerging from the investigation.



Stage 3

If the complainant is not satisfied with the written outcome response, you may request a meeting with the Nursery Manager, who will judge if it is best for all parties to meet together or separate where applicable.

Stage 4

If at the end of the above stages, the complainant remains dissatisfied with the response they have received, the original complaint, along with the Nursery's response will be passed on to an alternative senior member of the Company, such as the Director, who will adjudicate the case.

The adjudicator will communicate a detailed response, including any actions to be taken, to both the Nursery Manager and the parents/carers concerned within 15 working days.

Stage 5

If the complainant is still not satisfied, you should contact the Scottish Public Services Ombudsman <https://www.spsso.org.uk/>