



Stage 1

In the first instance complaints should be made to the Officer in Charge. An outline of all complaints and the format, written or verbal will be recorded in the Complaints file. Verbal complaints will be discussed with the complainant, the subject and outcomes recorded. It is our policy to respond to, and attempt to resolve complaints quickly and effectively.

Acknowledgement of receipt of a complaint will be made within 3 working days. Complaints will be acknowledged in an appropriate manner, i.e. all written complaints will receive acknowledgements in writing within the above time scale.

After full consideration and investigation the complainant will receive a response in writing within 28 days outlining the course of action, any implementation of procedures, or action already taken.

Anonymous complaints will be treated seriously and recorded and investigated in the same manner. General outlines including the number and type of complaint will be reported to The Director of Services as part of the Manager's/Officer in Charge reporting process. Complaints regarding the Officer in Charge should be addressed to the Chief Executive Officer who will notify the Board and the stated procedures will be implemented.

Stage 2

Should the outcome be unsatisfactory to the complainant then they should notify the Manager within 28 days whereby the information will be passed immediately to the Chief Executive Officer, The Indigo Group HQ 123 Castlemilk Drive, Glasgow G45 9UG. A meeting will be convened within 7 working days with the Chief Executive Officer, the Manager/OiC and a member of the Board of Directors or an external professional appointed by the Board as a representative

The outcome of this decision will be final; the complainant will be notified of the outcome of this meeting within 14 days. This will be sent by recorded delivery.

Stage 3

In the event that the matter is not resolved to the complainant's satisfaction the complaint can be raised with the Care Commission, contact details below. Early Years Partnership Services can also raise their complaint with Glasgow City Council:

Social Care, Social Work Improvement
Scotland (SCSWIS)
4th Floor, 1 Smithhills Street,
Paisley
PA1 1EB
Telephone: 0141 843 4230
Lo-call: 0845 600 8334

Parents can contact the Care Commission at any time, the organisation offers a commitment to investigate all concerns and complaints

Date Implemented: 1st August 2010

Date Reviewed: 27th June 2011