



## Complaints Procedure

<b>Responsible Officer</b>	Jacqueline Lamb
<b>Author</b>	Managers
<b>Date Effective From</b>	1 <sup>st</sup> Aug 2019
<b>Date Last Amended</b>	1 <sup>st</sup> July 2019
<b>Review Date</b>	1 <sup>st</sup> July 2021

## **Purpose**

As an organisation committed to outstanding quality, Indigo welcome customer feedback of all kinds. In alignment with our values, we seek to ensure that any concerns or complaints raised are handled in an honest and transparent fashion, within a reasonable timeframe and will at all times ensure the needs of children and families are central to decision-making.

Whilst it is hoped that concerns and complaints can be effectively managed informally by discussing matters with the main contact in your child's service, formal complaints are investigated using the process below:

### **Stage 1**

Formal complaints should be made to the Manager of the service. 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 20 working 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 Chief Executive Officer as part of the Manager's reporting process. Complaints regarding the Manager should be addressed to the Head of Early Years who will investigate and where appropriate notify the CEO and the relevant procedures will be implemented.

### **Stage 2**

Should the outcome be unsatisfactory to the complainant then they should notify the Manager within 28 days of receipt of the response, whereby the information will be passed immediately to the Head of Early Years, The Indigo Group HQ 29 Dunagoil Road, Glasgow G45 9UR. A meeting will be convened within 7 working days with the Head of Early Years or another Service Manager, dependent upon availability. Should the complaint involve the Head of Early Years, a member of the Senior Leadership Team will take up the investigation.

Where Stage one was handled by the Head of Early Years, a member of the Senior Leadership Team will hear stage 2 appeal. Where the complaint relates to the CEO, the complaint can be made in the first instance to the Chair of the Board of Directors, who will review the complaint and appoint the most appropriate member of the Board to investigate fully, following this process.

The outcome of this decision will be final; the complainant will be notified of the outcome of this meeting within 10 working 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 Inspectorate, contact details below.

As an organisation in partnership with Glasgow City Council, Early Years stakeholders can also raise their complaint with Glasgow City Council, contact details below.

Care Inspectorate Princes Gate Castle Street Hamilton ML3 6BU Paisley PA1 1EB  Telephone: 0345 600 9527	Education Services Glasgow City Council 40 John Street Merchant City Glasgow G1 1JL  Telephone: 0141 287 2000
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Whilst this is recognised as step 3 in the formal complaints procedure of the organisation, parents can contact the Care Inspectorate at any time, if they have a complaint or concern regarding the service or organisation.

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Replaces</b>	<b>Comment</b>
1	1/8/10	Unknown		
2	10/1/16	Unknown	V1	
3	10/1/18	Ashley Turner	V2	
4	1/7/19	Steph Grant	V3	