

Complaints

Learning Aims

- To help services to understand the new complaints procedure by:
- Raising awareness of what might constitute a complaint
- Understand timescales and responsibilities for dealing with complaints
- Reflect on the benefits of effective complaints handling

Local Resolution

- Discuss the issue with the service user and agree a way forward
- The complaint need not be in writing and does not have to be presented as a complaint
- Keep a record of the complaint

What is a complaint?

- My son's bottle was not in his bag when i got home last night
- My daughter came home with the wrong coat on yesterday
- My son came home with dirty clothes on yesterday
- I am not happy that the staff in my daughter's room keep changing
- I am concerned that my son is being bitten on a regular basis
- I want to make a complain about the attitude of a member of staff

Local Resolution

- Complaints must be resolved as soon as reasonably practicable and in any event within 14 days
- The registered person must confirm the outcome in writing to complainant
- The time limit may be extended for another 14 days with the agreement of the complainant
- The written record should include:
 - * the nature of the complaint
 - * the desired outcome
 - * how the investigation was carried out
 - * information about any interviews
 - * the outcome of the complaint
 - * any action taken in response to the complaint
 - * C.S.I.W or I.A can ask for a copy of the complaint

Think Positive

- Customer satisfaction
- Create a positive culture for expressing concerns
- Make sure that staff are confident in handling complaints
- Use complaints as a means of assessing quality

Responding to a complaint – 14 days

- The outcome of the investigation including decisions, any recommendations and an apology if appropriate
- The reason for the decision
- The complaints right to a formal investigation, including details of how to contact C.S.I.W

New Regulations

- The registered person/s must ensure that they take all reasonable steps to give a copy of the complaints procedure to:
 - * relevant children
 - *their parents
 - *the local authority arranging for childminding or day care for the relevant child
- The registered person must prepare and follow a written complaints procedure within 14 days
- The complaints procedure must be appropriate for the needs of the children
- The procedure must include provision for considering complaints about the registered person

The registered person must ensure that the staff employed to look after children are informed about, give a copy of and are appropriately trained in the operation of the complaints procedure.