**Soroba Young Family Group**

**Complaints Policy**

**Staff Involvement**

This policy was drawn up in consultation with Janice Kay and Laura Mitchell of Soroba Young Family Group

**Rationale**

In order to maintain and improve the quality of service offered there must be methods for gathering information on all aspect of the provision. Anyone dissatisfied or concerned in any way has a right to voice their concerns and have them addressed. Procedures for raising and addressing concerns or complaints can contribute to the quality and effectiveness of the overall service.

**Aims**

To actively seek information

To be consistent, fair and just

To respond quickly and seek resolution

**Procedures**

As a staff we will:

Publicise and make available the complaints policy and procedures

Inform parents/carers of their right to raise concerns or complain, including their right of appeal

Provide and make accessible a format for responses

Be aware that concerns raised around poor practice and/or procedures will carry no reprisal

Ensure that information regarding the Care Commission is appropriately displayed and communicated to parents, staff and visitors

Deal with all issues raised without bias or prejudice

Treat all issues with respect

Follow set down procedures consistently

Offer opportunities for representation, particularly where English is a second language

Always acknowledge receipt of the information

Ensure no person will be a judge in their own case

State response times and adhere to them

Record all complaints and their outcomes

Complaints can be lodged with the Care Commission at:

Care Commission (Central West Region)

4th Floor

No 1 Smith Hills Street

Paisley

0845 600 9527

**Monitoring and Review**

It is the responsibility of the Head of Centre along with the staff to monitor, evaluate and review the above arrangements and to adjust them according to need.