

Compliments & Complaints

At Riverbank we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff. We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Child Protection Policy.

How to make a complaint

1. If a parent/carer has an issue involving the care their individual child is receiving, they should in the first instance raise the matter with their child's keyworker or a member of staff within their child's room.
2. If after discussion with one of the above the parent is still dissatisfied, the issue should then be raised with the Nursery Head, who will acknowledge the complaint within 5 working days, in writing.
3. If there is a problem with the running of the Nursery, the parent should speak directly with the Nursery Head, who will look into the complaint and return relevant information to the parent/carer, within 5 working days of matter being brought to her attention.
4. If the parent is still dissatisfied a meeting with the Nursery Owners should be arranged, this will take place within 14 working days from when the complaint was first made.
5. We aim to resolve most complaints within 14 working days, in more complex situations this may take up to 28 days. After investigations have been completed, we will telephone or write to the parent/carer involved with our conclusion and action taken on the matter.
6. If a complaint arises which the parent feels has not been addressed satisfactorily an approach can be made to the Nursery's registering body. Further information can be found at <https://www.careinspectorate.com/index.php/complaints> or write to Care Inspectorate, Compass House, 11 Riverside Drive, Dundee. DD1 4NY. Tel No 0345 600 9527

A record of complaints will be kept in the nursery. The record will include the name of the complainant, nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Care Inspectorate inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.