

Complaints & Duty of Candour Policy



Little Rookies is committed to providing a high quality service and good relationships with parents. It is important that staff and parents work together in the best interests of the children. At times, however, things can go wrong, or misunderstandings may occur. Complaints will be dealt with fairly and confidentially and every effort will be made to resolve the complaint within 20 days.

Complaints Process

Open Access

Staff have a duty to inform parents/carers of their right to make a complaint, including a right to appeal. Little Rookies will supply a written copy of the complaints procedure on request to ensure parents are aware of their own roles and responsibilities regarding complaints. All complaints will be investigated thoroughly and any necessary action taken where failures have been identified. Often, things can be resolved quickly once we are aware of the problem and we can agree how it will be solved. We would encourage this wherever possible. Or you may wish to make a complaint using our complaints procedure.

Procedure

Complaints can be made to the setting both informally and formally. On receiving a complaint, we will acknowledge receipt of your complaint within three working days. We will endeavour to investigate and resolve the complaint within 20 days of the written complaint being received. We will let you know if we think there will be a delay and give you the reasons for the delay. Complaints will be investigated by the manager, however if the complaint involves the management, the owner will investigate.

Informal Procedure: The initial approach made by the parent/carer will be listened to carefully and after discussion agreement should be reached as to whether the complaint has been resolved satisfactorily. If a delay is unavoidable the complainant will be informed, the reason for the delay will be stated and a revised timescale given. If there has not been a satisfactory outcome the formal complaint process should be initiated.

Formal Procedure: If a parent/carer wishes to make use of the formal procedures the complaint should be put in writing to the manager of Little Rookies. The receipt of the complaint will be acknowledged in writing within three working days. Following investigation, a meeting with the manager and parent/carer will be arranged. The parent/carer will have the right to have the assistance of a friend, relative or representative present throughout the process.

The issues or concerns will be investigated thoroughly and a confidential written record of the meeting will be noted in addition to actions agreed. If the complaint remains unresolved, the appeals process will be invoked.

Appeals Process: A parent/carer has the right to appeal if they are not satisfied that the complaint has been resolved. The parent should contact, in writing, the same person the original complaint was sent to. If an agreement cannot be reached an external mediator, acceptable to both sides, will be invited to listen to the complaint and offer advice. The mediator has no legal powers but can help to clarify the situation by defining the problem, reviewing the actions and suggesting further ways which the complaint might be resolved. If requested, a meeting can be arranged between all those involved in the

formal process. All discussions will be confidential and a written record will be kept of all meetings held and any advice given.

Care Inspectorate

The Care Inspectorate is the national organisation which regulates and inspects care services. The Care Inspectorate has a complaints procedure for dealing with any complaint regarding regulated services. If you are unhappy about a care service, at any time you may contact the Care Inspectorate directly with your complaint. In certain circumstances, in addition to the Care Inspectorate, it may be necessary to involve other agencies including; the local authority, Scottish Social Services Council and police.

If you wish to complain to the Care Inspectorate, you can choose anonymity. Further information can be found in the complaints section of the Care Inspectorate website <http://www.careinspectorate.com/index.php/complaints>

Care Inspectorate contact details:

You can choose to complain directly to the Care Inspectorate by either:

- filling in their complaints form online
- contacting them on 0345 600 9527
- writing to them at:
Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY

See more at: <http://www.careinspectorate.com/index.php/complaints>

Duty of Candour

The Duty of Candour Procedures (Scotland) Regulations 2018 underpins our commitment to openness and transparency which is vital to the provision of safe, effective and person-centred health and social care.

Honesty, trust and effective communication can be difficult to maintain and easy to lose when things have gone wrong. If this should happen, then we would like to have the opportunity to try and resolve any issues or concerns you may have.

Procedure:

- When an unintended or unexpected incident that results in harm or death occurs we will be open and accountable.
- We will apologise if there are any misunderstandings or if something goes wrong, without delay.
- Our owner will meet and discuss this with you as soon as possible when we are aware that an event has happened or harm has been confirmed.
- We will listen and respond positively to your complaints and discuss what actions will be taken to reduce the risk of this type of incident happening again to anyone else.
- We will provide an annual duty of candour report.
- All staff will be trained on our organisation duty of candour procedure to be able to
 - identify harm whether it is unintended or unexpected
 - understand what has gone wrong
 - know who to speak to, to discuss concerns/issues.

The legislation requires care services and social work services to publish their own short duty of candour reports. Even if there are no incidents to which the duty applied, a short report will still be required, as it must contain information about staff training on the duty of candour.

Little Rookies will produce a report on meeting the duty of candour annually. The Care Inspectorate will be including a recording system on their e-form site. From 1 April 2018, a new question to their notification forms, "**does this incident trigger the duty of candour?**" Little Rookies will be asked to collect data on how the duty is being implemented and help embed awareness. Little Rookies will annually report and record these findings.

This report will include an assessment of how the duty was carried out and provide:

- a record of the number of unexpected incidents that have resulted in death or harm
- the nature of the incident
- a review of any policy and procedures reviewed and any changes made as a result of the incidents reported.

The Duty of Candour sets out a range of things that need to happen when unexpected or unintended harm has occurred.