

**Comments and Complaints Policy**

Stepping Stones is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put things right and learn from our mistakes. If you feel you have reason to complain please follow the procedure outlined below.

* Speak to your child’s keyworker, either at the beginning or end of a session. Issues can often be resolved quickly once the problem is highlighted and we can agree on how it can be solved.
* Alternatively, an appointment can be made to speak in private to your child’s keyworker.
* In consultation with parents/carers it will be decided if the matter needs to be taken further, in which case the Manager will be informed and a meeting arranged. This will take place within 10 working days from the time the complaint is received.
* Parents will be kept fully informed at each stage and will be invited to attend any meetings being held.

**Care Inspectorate - How to raise a concern or a complaint**

Parents/carers are also able to contact the Care Inspectorate directly with a formal complaint.

For a registered care service, you can choose to contact us directly by either:

* filling in our [**online form**](https://www.careinspectorate.com/index.php/online-complaint-form)
* calling us on 0345 600 9527 between 9am and 4pm, Monday to Friday
* emailing us at [**concerns@careinspectorate.gov.scot**](mailto:concerns@careinspectorate.gov.scot)

Details on how to make a formal complaint can be found in The Care Inspectorate publication “Unhappy about a Care Service?” <http://www.careinspectorate.com/images/documents/167/Unhappy%20about%20a%20care%20service%20-%20May%202014.pdf>

or go to the care Inspectorate Website - <https://www.careinspectorate.com/index.php/complaints>

All concerns, no matter the size, will be recorded in writing, including any actions taken and the outcomes of the investigation. Complaints will be investigated and a response given in no later than 20 days.

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| UNCRC Articles | 3, 6, 12, 19, 24 |
| Health and Social Care Standards | 1.9, 1.29, 2.3, 3.14, 3.17, 3.2, 3.22, 4.2, 4.21 |

As a staff team we are committed to reviewing and updating our policies annually

Reviewed 03/10/2022

Mo King - Manager