

# Perth and Kinross Council Education and Children's Services

## EARLY LEARNING AND CHILDCARE (ELC) COMPLAINTS PROCEDURE Information for Parents and Carers

An environment of mutual trust, respect and open communication is promoted in all funded ELC settings across Perth and Kinross Council. To improve the quality of the service all settings welcome suggestions, comments and complaints from service users. All ELC complaints are dealt with in accordance with Perth and Kinross Council's [Complaints Handling Procedure \(CHP\)](#).

Perth and Kinross Council is committed to deliver high quality services to meet the needs of its service users. Our CHP reflects our commitment to valuing complaints. It acknowledges when things go wrong and seeks to correct them. Users of ELC setting can complain in confidence without fear of victimisation. Complaints may be made in writing, by telephone or in person. All complaints will be recorded and the complainant should provide their name and address, as much detail as possible about the complaint, what has gone wrong and the desired resolution. All complaints will be dealt with fairly, and in a sensitive and confidential manner.

Should a problem arise, the concern/complaint should be made in the first instance to the staff in ELC setting who will endeavour to solve any concerns swiftly.

If staff are not in the position to deal with this concern/complaint, or you are complaining about a member of ELC staff, then the Headteacher or Centre Leader should be informed. The Headteacher or Centre Leader will then deal with the concern/complaint.

### **The CHP has two steps:**

Stage 1 seeks to resolve customer dissatisfaction as close as possible to the point of service delivery using Frontline Resolution. (FLR)

If the complaint can be resolved at Frontline Resolution then a response will be made to you within 5 working days or within 10 working days if it requires more time but can be resolved at this stage. You will be kept informed of any delays to response timescales. The complaint response will be provided to you in writing and will advise you what to do if you remain dissatisfied with the response.

If the complaint is more complex and requires detailed investigation, or you remain dissatisfied after receiving the Frontline Resolution response, the complaint will be escalated to Stage 2 which is the investigation stage. At this stage, complaints will be acknowledged within three working days.

A full reply will be given within 20 working days from the date of receipt of the complaint, excluding any holidays or in service days.

Once the investigation has been completed and you still remain dissatisfied then you have the right to approach Scottish Public Services Ombudsman (SPSO) for an Independent external review.

## **Information about the SPSO**

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland. This includes complaints about Scottish Councils. If the complainant remains dissatisfied with a council after its complaints process is completed, they can ask the SPSO to look at their complaint.

The SPSO cannot normally look at complaints in the following circumstances:

- where the complainant has not gone all the way through the Council's CHP
- more than 12 months after the complainant became aware of the matter they wish to complain about
- that have been considered or are being considered in court

The SPSO's contact details are:

**SPSO**  
**Bridgeside House**  
**99 McDonald Road**  
**Edinburgh**  
**EH3 7NS**

**Freepost SPSO**  
**Freephone: 0800 377 7330**  
**Online contact: [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)**  
**Website: [www.spsso.org.uk](http://www.spsso.org.uk)**  
**Mobile site: <http://m.spsso.org.uk>**

You may choose to complain directly to the Care Inspectorate. Complaints may be made in writing, by telephone or in person.

If further guidance is required then advice may also be sought from:

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

Tel: 0345 600 9527  
**[www.careinspectorate.com.complaints](http://www.careinspectorate.com.complaints)**

Full details of the Council's CHP can be found on the Perth and Kinross website [Perth & Kinross Council - Complaints \(pkc.gov.uk\)](http://Perth & Kinross Council - Complaints (pkc.gov.uk)) or by contacting:

Perth and Kinross Council  
Customer Service Centre  
Pullar House  
35 Kinnoull Street  
Perth  
PH1 5GD                      Tel: 01738 475000

Email: [customercomplaints@pkc.gov.uk](mailto:customercomplaints@pkc.gov.uk)