

This policy was adopted on	Signed on behalf of BASK	Date for next review
13 July 2021	Andy McEwing	July 2025

BASK Complaints Policy

At **BASK** 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 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 BASK.

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

Complaints procedure

Stage 1 The Informal Resolution

Discuss your complaint with the relevant staff member. If you are still dissatisfied you may discuss the matter with the manager. It is hoped that the matter may be resolved to all parties at this stage.

Stage 2 – Formal Complaint to Management

If unresolved at the Informal Stage, the complaint should be sent in writing to the manager. You will then receive a written request to attend a meeting with management to discuss the matter.

Stage 3 Formal Complaint

This stage is to be used if the outcome of stage 2 is not satisfactory.

Complaints may be sent at any time and by any means to

The Care Inspectorate

Compass House

11 Riverside Drive

Dundee

DD1 4NY

Timescale

We aim to respond to stages 1 and 2 above within 7 working days.

If we cannot respond to this timescale, for whatever reason, we will correspond to all parties concerned in writing to keep them advised and up to date.

A record of complaints will be kept in BASK. The record will include the name of the complainant, the 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.

Telephone contact details for the Care Inspectorate: 0345 600 9527