

# The Scottish Centre for Children with Motor Impairments



## Complaints Procedure

The Craighalbert Centre welcomes suggestions and comments from parents and take seriously any complaints and concerns they may raise. These guidelines will help you to use the complaints system.

A complaint will be treated as an expression of genuine dissatisfaction which needs a response.

We want to make sure:

- Parents wishing to make a complaint know what to do.
- We respond quickly and in a courteous way.
- Parents realise we listen and take complaints seriously.
- We take action.

### STAGE 1

#### **If you have a concern**

Talk to staff in the team as soon as possible. It is always best to tell us your concerns immediately. Most matters will be settled at this stage.

### STAGE 2

#### **If you still have a concern**

Talk to the Director. You are welcome to write if you prefer. A meeting will be arranged within two working days. Everything will be done to reach a solution and a note of the meeting will be kept.

### STAGE 3

#### **If you are still not happy**

You can write to the Chairman of the Board of Governors—Hugh Fraser. You will get a reply within a week and a date and time for a meeting will be agreed.

## **Code of Good Practice on Dealing with Concerns**

When concerns arise, the Centre and parents want to work together, in the best interests of children, to find a solution.

The Centre and parents believe that the best way to do this is to follow the “rules of thumb” below:

- Talk about the concern.
- Respect each other.
- Remember the rights and responsibilities of everyone involved.
- Work hard to find a solution.

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**Talk About the Concern**

- Parents should contact the Centre as soon as they have any concerns.
- Parents and the Centre should share the information they have in order to learn more about the situation.
- Most concerns can be solved or moved forward quickly and easily.

**Respect Each Other**

- Parents should respect the professional role of staff and staff should respect the way parents feel about their children.

**Remember the Rights and Responsibilities of Everyone Involved**

- All families and staff are part of a community at the Centre and all have rights and responsibilities.
- Parents have the right to expect the Centre to provide a high standard of education, care and guidance to their children. The Centre has the responsibility to provide this.
- The Centre has the right to set rules, policies and procedures. Parents have a responsibility to support these by working with the Centre.
- We all have to find a balance between the rights and responsibilities of everyone involved.

**Work Hard to Find a Solution**

- Parents and staff should deal with each other in a polite, calm way.
- Parents and staff should have reasonable expectations of each other and be reasonable in their dealings.
- Parents and staff should keep looking forward and searching for solutions and avoid blaming each other.
- Everyone is working towards a solution which is in the particular child's best interests.

Professor Pat Salter  
Director  
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