



### Strategic Objective

Many families and carers say that The Yard makes an immeasurable difference to the lives of the children, young people and families who use it. The aim of this policy is to proactively improve what we do by listening to the thoughts and views of our members and users.

### General Statement and Principles

The Yard is always pleased to receive feedback on our service from parents, carers, teachers and of course, children and young people. It is only by listening to our users that we will be able to improve our service.

### Target Audience

Parents, Carers and Other Users

### Responsibilities

The Chief Executive (CEO) and Director of Operations are responsible for this policy and receiving formal complaints in any format. The Director of Operations is responsible for obtaining and collating comments and complaints identifying opportunities for improvements or new services.

### Arrangements

We are very happy to hear compliments, comments or ideas for improvement, and any member of staff can receive these. Additionally, there are comments boxes in all of our settings; please ask a member of staff. These comments will be passed to a senior manager who will ensure that they are dealt with in a positive and appropriate manner.

The Yard will always investigate any formal complaint and will work with those involved in finding a solution. Complaints are dealt with by a senior member of staff under the direction of the CEO. In certain circumstances we will involve the Care Inspectorate, which could involve notifying them, asking for advice and keeping them informed of progress. The Care Inspectorate may elect to investigate themselves. We will feed back the result of the investigation including any actions to be taken. In respecting rights of all, the report may be redacted or summarised.

We will investigate anonymous complaints or concerns. However, this may impact the investigation as anonymity means we can't seek additional information from the complainer nor feedback our conclusion.

A complaint can be made in person, via email or letter to the service manager. If the complaint is about the service manager, or if preferred, the complaint may be addressed to the CEO. If using email, the address is [Marian@theyardscotland.org.uk](mailto:Marian@theyardscotland.org.uk) Complaints about the CEO or board members should go directly to the Chair of the Board; the email address is [Marian@theyardscotland.org.uk](mailto:Marian@theyardscotland.org.uk)

We would always prefer that concerns are raised with us directly so that we can respond as quickly as possible. However, concerns can be raised directly with the Care Inspectorate by:

- completing an online form
- by calling on 0345 600 9527 between 9am to 4pm Monday to Friday

by emailing [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

Separate provisions for employees to raise concerns are found in the Employee Handbook

### Records

Any letter or email of complaint will be kept in a complaints folder held by the Director of Operations.

### Support Resources and References (if applicable)

Care Inspectorate website : [www.careinspectorate.com](http://www.careinspectorate.com)

Employee Handbook: Raising Concerns section

Links to other policies		Employee Handbook			
Policy No.	Status (Draft/Approved)	Version (M.m)	Approval date	Approved by	Review Date
11	Approved	1.0	June 2016		+2 years
	Approved	1.1	October 2018	Board	+2 years