



Beith Hive Childcare

W – www.beithhive.co.uk

T- 07932934190

E- hive-hello@beithhive.co.uk

Compliments, Comments, and Complaints Policy

1. Policy statement

At Beith Hive, we believe parents, carers, and children are entitled to expect courtesy, respect and prompt, careful attention to their individual needs and wishes. We hope families are always happy with the service we provide, but we recognise there may be times when something goes wrong or falls short of expectations.

We actively encourage **compliments, comments, and complaints** so we can:

- Recognise and share what is going well
- Put things right when they go wrong.
- Continually improve the quality and safety of our service

We will treat all feedback fairly, professionally and without discrimination.

2. Scope

This policy applies to:

- All children attending Beith Hive
- Their parents and carers
- Visitors and other professionals using or working with the service

It covers informal concerns, formal complaints, and compliments about any aspect of Beith Hive Childcare Ltd.



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3. Safeguarding and child protection

- Keeping children safe is our highest priority. We follow clear **Safeguarding & Child Protection procedures**, and all staff are trained to recognise and respond to concerns about a child's safety or wellbeing.

[Our full Safeguarding & Child Protection Policy](#) is available via this link

[You can submit a Safeguarding Concern via this Link](#)

If a complaint or concern suggests a child may be at risk of harm, we will:

- Treat it as **urgent**
- Follow our child protection procedures immediately.
- Share information with relevant agencies (e.g., Social Work, Police or the Named Person), where required.

Where any problem or complaint relates to child protection, this Complaints Policy is followed **alongside** our Safeguarding & Child Protection Policy.

4. Compliments

We welcome compliments from children, parents and other professionals.

- We record compliments and share them with staff to provide recognition and help us understand what is working well.

Compliments can be shared:

- In person with any member of staff
- By email to hello-hive@beithhive.co.uk
- Via our [Complaints and Compliments online feedback forms](#)
- or surveys we share regularly



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5. Comments and informal concerns

Most issues can be resolved quickly and informally. If you have a concern or suggestion, we encourage you to:

1. **Speak to a member of staff or the senior on duty**
2. **Contact the Manager via hello-hive@beithhive.co.uk or in person.**
3. **Via the [Compliment, Complaints and Feedback Form](#)**

For concerns related to HR, administration, finance or office-based matters, you can also contact **Hello-Hive@beithhive.co.uk**.

We will listen, clarify the issue, and work with you to agree on a solution as soon as possible.

If we cannot resolve your concern informally, or if you prefer to make a formal complaint straight away, the procedure below applies.

6. Formal complaints procedure

We have a four-stage procedure for handling complaints that cannot be resolved informally.

Stage 1 – Raising a concern

- Speak with a **Senior Member of the Beith Hive Team** in the first instance.
- If this is not possible or appropriate, contact the **Manager** via hello-hive@beithhive.co.uk.
- You may also use our [Feedback, compliments, or complaints form](#) (paper or online, where available).

We will:

- **Acknowledge your complaint within 3 working days**
- **Aim to follow up with a phone call within 7 days to discuss your concerns in more detail**

Stage 2 – Formal complaint to the Manager

If the issue remains unresolved, or you feel the outcome at Stage 1 is unsatisfactory, you may:

- **Submit a formal complaint to the Manager at: Kathryn.Kingston@beithtrust.org**



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If we cannot resolve the complaint at this stage:

- An investigation will be carried out by the **CEO, Jane Lamont**, or a member of the Senior Management Team (for HR, admin, finance or other office-related incidents).
- We will communicate the investigation outcome to you within 20 working days, allowing time for staff on leave to respond.
- The investigating Manager will record the complaint and all actions taken in the complaint's record.

Stage 3 – Formal meeting

If the matter is still not resolved:

- The investigating manager will arrange a **formal meeting** between all parties to understand why the complaint remains unresolved and to agree any further action.
- A written record of the meeting and agreed actions will be made.
- All parties will have the chance to check this record for accuracy and will be asked to sign it; everyone will receive a copy.
- The outcome of this stage typically concludes **the internal complaints procedure**.

Stage 4 – External routes

If the matter cannot be resolved to your satisfaction, you have the right to raise it with the **Care Inspectorate** (see Section 7 below).

7. Contacting the Care Inspectorate (Care Commission)

The Care Inspectorate is the independent regulator for school-aged childcare services in Scotland. It investigates complaints where there are concerns that a service may not be meeting registration requirements.

You do not need to complete our internal complaints procedure before contacting the Care Inspectorate.

- Parents, carers, children and young people can contact the Care Inspectorate **at any time and at any stage** of this complaints procedure.



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- You may contact them if you are unhappy with our response, or if you do not feel comfortable raising a concern directly with us.

Care Inspectorate contact details:

- **Online complaints form:** <https://www.careinspectorate.com/index.php/complaints>
- **Telephone:** 0345 600 9527 (Monday–Friday, 09:00–16:00)
- **Email:** concerns@careinspectorate.gov.scot
- **Headquarters address:**
Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

8. Children’s voice

Children have the right to express their views and to be listened to. We will:

- Encourage children to share worries, ideas and complaints in ways that suit their age and stage
- Provide age-appropriate ways to give feedback (e.g. worry box, key worker chats, group discussions)
- Offer support from a trusted adult if a child wishes to make a complaint

9. Record keeping

- A record of complaints will be kept securely in our online drive.



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- The record will include:
 - Name of the complainant (where given)
 - Nature of the complaint
 - Date and time received
 - Actions taken and the result of any investigations
 - Any information given to the complainant, including dated responses
 - Parents may request access to the complaints record. Personal details will be stored confidentially and will only be accessible to those involved.
 - Care Inspectorate inspectors can access the complaints record during visits to ensure actions have been met appropriately.
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10. Confidentiality and data protection

- All complaints will be handled sensitively and in line with data protection legislation.
 - Information will only be shared with those who need to know in order to respond to the complaint or protect a child.
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11. Monitoring and review

- The Manager will regularly review complaints, compliments and comments to identify patterns, learning and improvement actions.
- This policy will be reviewed at least **every two years**, or sooner if there are changes in legislation, Care Inspectorate guidance, or following a significant complaint.