

# Feedback and Complaints

## We welcome your feedback

At Craighalbert, we welcome all feedback from children, young people, parents, carers, and families.



Comments and suggestions



Compliments



Concerns and complaints



Your feedback helps us understand what we are doing well and where we can improve.



## Our promise to you

### We will:



Listen carefully and treat you with respect



Take all concerns seriously



Be fair, honest, and open



Keep you informed



Use your feedback to improve our services



**Your feedback helps us reflect on what we do and how we can do it better.**



# What is a complaint?

A complaint is when you are unhappy with something we have done, or something we have not done.

## **This could include:**



Delays in services



Problems with communication



Concerns about care, learning, or support



Staff behaviour or attitude



Issues with our environment or resources



## What is not a complaint?

Some issues are handled in other ways, for example:

- A first-time request to fix a problem
- A request for information
- A staff employment issue
- A safeguarding concern (these are dealt with urgently under separate procedures)



**If you are not sure, just ask - we will help you.**



## Who can complain?



Parents and carers



Children and young people



Family members or advocates  
(with your permission)

We will support children and young people to share their views in a way that suits them.



## How to make a complaint

You can contact us in a way that works best for you:



Speak to us -  
Talk to a  
member of staff



Call us -  
**01236 456100**



Write to us -  
Email or letter



**When you get in touch, it helps if you tell us:**

- ✓ What happened
- ✓ When it happened
- ✓ Who was involved
- ✓ What you would like us to do



## What happens next?

### Stage 1 - Quick response

We will try to sort things out straight away, or within 5 working days.

#### We will:

- Listen to your concern
- Explain what has happened
- Apologise if needed
- Try to put things right



## Stage 2 - Investigation

If the issue is more serious or not resolved, we will carry out a full investigation.

### We will:

- Acknowledge your complaint within 3 working days
- Look into what happened
- Keep you updated
- Respond within 20 working days (or explain if it will take longer)



## If you are still unhappy

You can ask the Chair of our Board of Trustees to review your complaint.

### You can also contact:



#### Scottish Public Services Ombudsman

They are independent and look at complaints about public services

☎ 0800 377 7330

🌐 [www.spso.org.uk](http://www.spso.org.uk)



#### Care Inspectorate (for nursery services)

☎ 0800 377 7330

🌐 [www.careinspectorate.com](http://www.careinspectorate.com)



## Need help?

If you need support to make a complaint, we can help or put you in touch with an advocacy service.



## Mediation (optional support)

Sometimes it helps to talk things through with an independent person.

Mediation:

- ✓ Is confidential
- ✓ Helps find solutions
- ✓ Can resolve issues more quickly

We can help you access mediation if needed.

## If something doesn't feel right, please tell us

We are here to listen and work with you to make things better.



**Craighalbert Centre**  
Enabling Children to Achieve

### The Scottish Centre for Children with Motor Impairments

Craighalbert Centre, 1 Craighalbert Way,  
Cumbernauld, G68 0LS



[www.craighalbert.org.uk](http://www.craighalbert.org.uk)



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01236 456 100

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