



## **COMMENTS AND COMPLAINTS POLICY**

We aim to ensure that Little Staggies ELC maintains a high standard of care at all times.

We hope you will enjoy your child's time at our Centre and welcome comments or suggestions, which could help us to improve our service.

However, we realise that from time to time problems may arise that are not easily resolved to your satisfaction and ask that you please speak to the Manager to get matters resolved.

All key-workers responsible for your child are experienced and competent and able to deal with the day to day running of their group. We shall adhere to our policies and procedures that have been set in place. We will also liaise with parents/carers, outside agencies, curriculum planning etc. If you have a query or concern, your child's key-worker is the one in the best position to give clear, informed advice.

At Little Staggies ELC we have a clear policy in place to help us deal with complaints in a professional, mutually acceptable manner.

### For your information: –

Little Staggies  
10 Fodderty Way  
Dingwall  
IV15 9XB

Phone: 01349 865783      Email : [stacey@littlestaggies.co.uk](mailto:stacey@littlestaggies.co.uk)

### Complaints Procedure

Should you have a complaint to make, a procedure exists which is in place to ensure you receive a satisfactory level of service.

1. Formal complaints should be made to the Manager.
2. They may be written or verbal.
3. Your complaint will be looked into within 14 days.
4. All complaints will be investigated fully and you will be informed of all outcomes relating to the complaint.
5. You will be asked for your comments relating to how the complaint has been resolved.

Should you be unhappy about the outcome of your complaint there are further steps you may take.

### You may of course contact the Care Inspectorate directly at any time:

The Care Inspectorate  
First Floor  
Castle House

Fairways Business Park  
Inverness  
IV2 6AA Phone: 01463 227630\_

The Care Inspectorate publication “Unhappy about a Care Service?” is also available and this has replaced the previous publication ‘How to complain’. You will find a copy of this displayed on the parent notice board and it can also be downloaded from [www.scswis.com\\_](http://www.scswis.com_)