

PEACE Childcare Complaints Procedure

Should Parents, Carers or children have a complaint about any aspect of the service, there is a procedure in place to deal with this i.e.: -

Stage 1

Should you have a grievance you should first speak to the Centre Manager of the Centre you use. The Centre Manager will try to resolve the grievance as quickly as possible. Should the Centre Manager be unable to resolve the grievance the Services Manager will be informed.

Stage 2

Grievances should be put in writing to the Services Manager who will acknowledge receipt of Correspondence within 5 working days. A meeting will be organised with the Parent/Carer and/or Child to resolve the grievance and a written response will be made within 28 working days. Should the Parent/Carer feel the grievance has not been resolved they can appeal in writing to the Board of Directors within 28 working days of receipt of written response.

Stage 3

The Board of Directors will discuss the grievance at a full Board meeting. The Board of Directors decision is final and the Parent/Carer will be informed of this decision within 5 working days of meeting.

Stage 4

Should the Parent/Carer feel the grievance is still an issue they can contact The Care Inspectorate who registers the Centres on: -

0345 600 9527 or The Care Inspectorate Princes Gate Hamilton ML3 6BU

Reviewed Wednesday 12th February 2020

Signed: (Chairperson) (Date)