

## **PEACE Childcare Compliments Procedure**

It is appreciated when Parents/Carers and Children bring to the attention of Staff/Board of Directors, compliments about any aspect of the project they feel enriches their experience. There are a few ways in which you can do this: -

### **Stage 1**

Should a Parent/Carer or child wish to compliment the service in any way they should fill in the Complaints and Compliments booklet available in each Centre. This documentation may be used when evaluating the service provided.

### **Stage 2**

Parents/Carers or children may if they wish send in a letter or card to the Centre Manager with their compliments.

### **Stage 3**

Parents or Carers and or children may voice their compliments to the Centre Manager and or other staff members.

**Reviewed Monday 15th February 2021**

**Signed: ..... (Chairperson) ..... (Date)**