

**Flowerbank Early Childhood Centre**

**Complaints Procedure**

Good relations are formed through the key worker system where each staff member is responsible for a group of children. We have Community Practitioners available to assist children and families who require support or help. If you have any problems or complaints feel free to approach your child’s key worker, room senior, depute manager or the Head of Centre.

We are here to help if we can.

**Aim**

Promoted staff to investigate and take action on all complaints and concerns from parents and members of the public.

**Objective**

* To listen to any complaints or concerns
* To take all complaints seriously
* All complaints and concerns will be investigated and action taken
* To be aware of East Ayrshire Complaints Procedure for Educational Services

Complaints will be dealt with and parents notified within 28 days of the complaint being made.

We are registered with the Care Inspectorate and are inspected annually to ensure we are meeting the Health & Social Care Standards. When the inspection has passed the Officers will publish a report which is available to you.

If you have any worries or concerns about our service you can contact the Care Inspectorate Head office at:

Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207200