



## How to compliment or complain about Children's Services Central

Children's Services Central welcomes feedback on its services whether this is a compliment which can be passed on to staff or a complaint which may result in an improvement in the way we do business. We seek to ensure early resolution of complaints, grievances and appeals in an impartial manner. Treatment of all parties will be fair and dealt with promptly. All complaints will be viewed as an opportunity to learn, review practice and procedure and respond to evolving client requirements and the external environment.

### Who can complain?

A complaint may be made by any person affected or likely to be affected by actions or decisions of Children's Services Central staff or as a consequence of Children's Services Central's policy or procedure. A complaint may also be made by someone acting on behalf of the person, with their consent.

### How do I complain?

A straightforward complaint may easily be dealt with by telephoning the staff member or department concerned. Should a resolution not be arrived at quickly, clients should notify Community Child Care Co-operative in writing.

This may be via the Complaints Form, available for download from this website or a form can be sent to you. Complaints can also be taken via email or in letter form.

Please ensure you have provided sufficient details for your complaint to be investigated, including staff member's names, dates and times when you are describing an event. You also need to state what outcome you are seeking and provide contact details. Complaints should be lodged within three months of the event concerned.

### To whom should I complain?

Children's Services Central aims to resolve matters at a local level. Your complaint should be made in the first instance to the staff member concerned. Staff are responsible for doing all they can to rectify a situation.

If the complaint/issue is not easily resolvable you may refer it to the manager who is responsible to ensure the formal complaint process is initiated and followed through.

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