



Complaints Procedure

At Hyde 'n' Seek nursery we strive to ensure that the best possible service is provided for staff, parents and children alike.

ALL COMPLAINTS ARE PASSED ON TO JANE CLARKE THE COMPANY DIRECTOR

- **If you wish to make a complaint about the care of your child within the Childcare Centre please make your complaint known to the manager or depute of the service.**
- **First a written record will be made of the complaint.**
- **They will then investigate the circumstances surrounding your complaint.**
- **Within 48hours, the Manager or Depute will talk to you about their findings and depending on the severity of complaint, the Manager will take appropriate action.**
- **Within 28 days, the person(s) who made the initial complaint shall receive a written report highlighting the complaint made, details of the investigation and action taken.**

If you are not satisfied that your complaint has been dealt with accordingly or if you feel that you can't speak to Linda or Jane, please contact the Care Inspectorate

**Care Inspectorate
11 Riverside Drive
Dundee
DD1 4NY
Tel; - 0845 600 9527
E-mail enquiries@careinspectorate.com**