

## **Springwell Child Care**

### **Comments and Complaints Policy**

This service aims to provide a quality service to parents and carers, and welcomes views from service users.

#### Provider/Care Commission Contact Information

Details of how to contact the provider or Care Commission with any comments or complaints will be given to all parents/carers during the settling in period. These forms are also available on request, to all parents, at any time.

Complaints will be dealt with immediately and all comments taken into consideration in order to maintain a high standard of care.

# **Springwell Child Care**

## **Comments or Complaints**

This Early Years and Out of School Care service aims to provide a quality service to parents and carers, and welcomes views from service users.

If you have any comments or complaints about the quality of this service, please do not hesitate to approach the provider in person or contact her by phone or in writing at the following address:

**Lesley Jane Smith  
Springwell Cottage  
Barr's Brae  
Port Glasgow  
Inverclyde  
PA14 5QG**

**Tel: 01475 717295**

If you have any comments or complaints that you wish to be made known to The Care Commission, which is the regulating body for this Childcare Service, please note that they can be contacted by phone or in writing at the following address.

**Locality Manager/Regional Manager  
Scottish Commission for the Regulation of Care  
Central West Region  
4<sup>th</sup> Floor, Piazza  
Smithhills Street  
Paisley  
PA11EB**

**Telephone: 0141 8434230**

**Fax: 0141 8434289**

Please note: As per 'The Regulation of Care Scotland', this service provider will inform any person who makes a complaint, of any action that is to be taken, within 28 days in which the complaint is made.

