

COMPLAINTS POLICY



Aim of the Policy

Liberty Kids Complaints Policy is in place to facilitate channels of communication, which allow and encourage parents/carers and visitors to raise concerns regarding the service provided.

Liberty Kids work with, children, parents, team members and visitors in a professional and courteous manner. If you should have cause for comment or complaint regarding the service provided the actions detailed below should be followed.

Parents/carers and visitor concerns/complaints should wherever possible, be brought to the attention of a Senior Lead Practitioner or the Manager, for prompt attention.

We will listen to your concern/complaint and investigate the issue as soon as possible. A verbal response should be received within one working day indicating what immediate action may have been taken to resolve the issue. If this is not possible due to operational circumstances, a verbal and/or email acknowledgement, registering your concern/complaint will be given within one working day, followed by a full response within 7 working days.

Notwithstanding the Managers absence or holidays, in which case complaints or concerns will be responded to upon the Managers return.

It is common to require more information to clarify issues and to be able to fully understand concerns so that a high-quality investigation can take place. This may be done on the phone or in person via a meeting.

If you would like a meeting to discuss a specific issue in private, please speak to the Manager to arrange a mutually convenient time.

If you are not fully satisfied with the response to your concern/complaint received from the Senior Lead Practitioner, please contact the Manager Sam Buchanan on 01343 731010 or via email to info@libertykids.co.uk.

If you remain unhappy, the contact details for Care Inspectorate are listed below, who you can contact at any time.

Please note, if a complaint is received more than 4 weeks after your child has left, your files may have been sent off site for storage by a third-party company (this arrangement is secure and complies with the Data Protection Act 2018). To retrieve them requires 28 days' notice which may impact the speed with which we can respond to your enquiry. If this is the case, we will inform you early on in the process of any delays there may be and what the length of that delay is likely to be.

Liberty Kids, Southlands, 32 Reidhaven Street, Elgin, IV30 1QH Tel: 01343 731010

Care Inspectorate, Phoenix House, 1 Wards Road, Elgin, IV30 1QL Tel: 01343 559890