



Giggles and More Ltd

8 Deer Park, Fairways Business Park, Livingston, EH54 8GA

Complaints Procedure

We aim to provide a quality childcare service and hope that parents will feel comfortable enough to discuss any concerns or issues that they may have with us directly should our service fall short of their expectations. Often a concern is a simple misunderstanding that can easily be resolved. If you would rather not discuss matters in front of your child(ren) then we can arrange a more convenient time to talk, for example in the evening or at the weekend.

It is a requirement by [Care Inspectorate](#) that all complaints are logged along with the outcome and any action taken. We have a complaints logbook for this purpose. Should you have any complaints or concerns (however minor) we will record them in my logbook and ask you read and sign the entry. These records must be available to show a [Care Inspectorate](#) inspector if required.

If you feel that you are unable to talk to us, or that after talking the matter remains unresolved, then you can talk in confidence to:

- The Care Inspectorate
concerns@careinspectorate.gov.scot
Tel: 0345 600 9527

Further details of how to raise a concern / make a complaint can also be found on the [Care Inspectorate](#) website: www.careinspectorate.com

Scotland's Health & Social Care Standards	Complaints Procedure
Dignity and respect	
2.3 - I am supported to understand and uphold my rights.	
Compassion	
4.4 - I receive an apology if things go wrong with my care and support or my human rights are not respected, and the organisation takes responsibility for its actions.	
Be Included	
2.13 - If a decision is taken against my wishes, I am supported to understand why.	
2.15 - I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can.	
Responsive care and support	
3.17 - I am confident that people respond promptly, including when I ask for help.	
4.20 - I know how, and can be helped, to make a complaint or raise a concern about my care and support.	
4.21 - If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.	