



# The Magic Roundabout Childcare Centre

## COMPLAINTS PROCEDURE



If you have a concern or complaint:

You can....

1. Contact the manager or owner of the business
2. Contact the Care Inspectorate directly

Contact details follows:

**The manager / owner of the Magic roundabout Childcare Centre**

Owner & Manager: Mrs Helen Marr  
1 Thornhill Drive  
Elgin  
IV30 6GQ  
Phone: **01343552803**

Complaints are accepted orally or in writing:

1. You can have a chat with the Helen to discuss your complaint
2. You can write a letter detailing your complaint.

**What should then happen:**

1. The Complaint will be dealt with immediately and a full investigation will be completed surrounding the complaint, which will be done within 7 working days
2. We will talk with you to discuss actions being put in place and to ensure you are happy with the outcome
3. The complaint will be resolved / actions put in place within 7 - 10 days depending on the circumstances.
4. A confidential record will be kept.
5. It is the policy of the group that any complaint received either verbally or by letter will be responded to and dealt with as soon as humanly possible or within a 28 day period.

You are within your rights to contact the Care Inspectorate immediately or if you feel the complaints has not been dealt with sufficiently.

There details are as follows:

### **Local office**

Either online at:

<http://www.careinspectorate.com/index.php/online-complaint-form>

Phone: **01343 559890**

Or write to: **Phoenix House  
1 Words Road  
Elgin, Morayshire  
IV30 1QL**

or

### **Head office**

Either online at:

<http://www.careinspectorate.com/index.php/online-complaint-form>

Phone: **0845 600 9527**

Fax: 01382 207289

Or write to: **Compass House  
11 Riverside Dr  
Dundee  
DD1 4NY**