Complaints Procedure Ladybirds Daycare

1. Statement of Intent

We are committed to providing a safe, caring, and inclusive environment for all children. We welcome feedback from parents/carers and take complaints seriously. All concerns will be handled fairly, promptly, and confidentially.

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2. What is a Complaint?

A complaint is any expression of dissatisfaction about:

- The care or education provided
- Staff conduct or practice
- Safety, health, or wellbeing of children
- Communication or management of the setting

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3. Stage 1: Informal Resolution

Most concerns can be resolved quickly.

- Speak to your child's **key worker**/member of staff or **Deputy Manager.**
- The issue will be acknowledged immediately or within **2 working days**.
- Staff will aim to resolve the concern within **5 working days**.

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4. Stage 2: Formal Complaint

If the matter is not resolved informally:

- Submit your complaint in writing to the **Manager/Registered Person**.
- Include:
    - Your name and contact details
    - Details of the complaint

    - Relevant dates/times
    - Any supporting information

Procedure:

- Written acknowledgement within **3 working days**
- Investigation carried out (staff interviews, record checks, etc.)
- Written response provided within **20 working days**

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5. Stage 3: External Escalation

If you are not satisfied with the outcome, you can contact your local **Health and Social Care Trust Early Years Team**:

- They regulate and inspect daycare provision in Northern Ireland.
- They can review complaints relating to registration requirements and standards.

You may also contact the **Northern Ireland Public Services Ombudsman**:

Northern Ireland Public Services Ombudsman
Website: www.nipso.org.uk
Tel: 0800 34 34 24

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6. Confidentiality

- All complaints are treated in confidence.
- Information is only shared with those directly involved.
- Records are stored securely in line with data protection legislation.

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7. Recording Complaints

We maintain a written record of all complaints including:

- Date received
- Nature of complaint
- Investigation details
- Outcome and actions taken
- Date of response

These records are available for inspection by regulatory authorities.

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8. Timescales Summary

- Acknowledgement: within **3 working days**
- Investigation and response: within **20 working days**

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9. Safeguarding Concerns

If a complaint relates to child protection or safeguarding, it will be handled in line with safeguarding procedures and may be referred immediately to:

- Social Services
- Relevant authorities

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10. Continuous Improvement

We view complaints as an opportunity to:

- Improve the quality of care
- Review policies and procedures
- Provide additional staff training

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11. Contact Details

Manager/Registered Person: Tracy Harrison
Daycare Name: Ladybirds Childcare Services
Address: 357 Old Belfast Road, Bangor, BT19 1RB
Phone: 02891093039
Email: hello@ladybirdschildcare.com