

# Happy Little People

## COMPLAINTS POLICY

If you have a complaint please inform the manager. If the complaint is not resolved it should be brought to the attention of the owner. At this level you can expect a reply in writing within 20 days. The owner may contact outside assistance for help in dealing with your complaint.

You can contact the Care Inspectorate at any time throughout the above procedure by telephone, email or fax.

The Care Inspectorate

4<sup>th</sup> Floor

1 Smithhill Street

Paisley

PA1 1EB

0141 843 6430

Lo-call: 0845 600 9527