Compliments, Comments and Complaints

Users of The Club@Midmill should be able to compliment, comment or complain effectively.

To achieve this, the club will:

* Promote an environment of mutual respect, trust and open communication. Treat everyone equally and fairly
* Provide opportunities for everyone to be consulted and to value the opinions expressed
* Train staff in the handling of compliments, comments and complaints
* Record all compliments, comments and complaints whether they are made informally or formally
* Provide a private area for users to discuss matters with staff
* Provide the Care Inspectorate with information on the Club’s response to complaints as and when requested
* When a member of staff receives a complaint from a parent/carer and staff feels that they cannot resolve the matter satisfactorily, they should refer the issue to the Club Manager

**HAVE YOUR SAY**

The Club@Midmill is committed to providing high quality customer services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

**Complaints Procedure**

You can make a complaint in person, by phone, by email, via our online enquiry form or in writing. We have a two stage complaints procedure. We will always try to deal with your complaint quickly, however, if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

**Stage 1: Frontline Resolution**

We will always try to resolve your complaint quickly, within five working days if we can.  
If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

**Stage 2:Investigation**

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1. We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within three working days. We will give you our decision as soon as possible. This will be after no more than 20 working days unless there is clearly a good reason for needing more time.

**Care Complaints**

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting them.

The Care Inspectorate has several offices around Scotland.

Please refer to: <http://www.scswis.com/>

Telephone: 0845 600 9527  
Fax: 01382 207 289  
Online complaints form  
Email [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)