

# Rickmansworth Children's Centre



## Complaints Procedure

Final (March 2010)

Rickmansworth Children's Centre is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our Centre users.

We aim to make sure that:

- If you need to complain, the process is as easy as possible
- Complaints are treated as clear expressions of dissatisfaction
- Complaints are treated seriously however made
- Complaints are dealt with promptly, politely and where appropriate, informally
- We respond within a reasonable amount of time
- Our response is relevant to the complaint
- We inform the complainant of any action taken