

**Bristol Association for Neighbourhood
Daycare Ltd.**

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**www.bandltd.org.uk | Registered charity no.
1017307 | Company no. 2784577**

**We aim to make this information
available in other formats upon
request**

How to make a complaint

BAND's Complaints Procedure



Making Childcare Count

Bristol Association for Neighbourhood Daycare Ltd.

Bristol Association for Neighbourhood Daycare

provides support for existing childcare providers and develops new childcare provision within Bristol City area. In addition, we promote the benefits of family-friendly employment practices.

The complaints procedure exists to ensure that users of our service have a clear process through which to draw our attention to problems.

What to do if you have a complaint about a childcare provider:

Complaints about BAND members should be referred directly to the setting in the first instance. Each setting has their own complaints procedure. **If you need further help, contact BAND on 0117 954 2128.**

What to do if you have a complaint about BAND:

We aim to provide a good service to everyone. However, if you feel dissatisfied, you may wish to make a complaint. Whatever your cause for complaint, we welcome your opinion.

The first step is to share your concerns with BAND's Chief Executive Officer, who may be able to work out a solution with you promptly (within three working days).

If your complaint is about a BAND training event, please let the tutor or BAND's Training Officer know at the end of the session / course. If this is not appropriate, follow the steps detailed here. Complaints about members of BAND's staff will be handled in accordance with our Disciplinary Procedure. If you feel that the first stage has not led to a satisfactory solution, you may wish to take the matter further.

The second step is to take your complaint to the Chair Person of the Management Committee. Contact details are available from the BAND office. The Chair Person will respond to your complaint within three days, and will reply in writing.

If you are still not satisfied, you can ask the Chair Person to call a special meeting of the full Management Committee members to discuss your concerns. This will normally be held within 14 days.

At all stages of the procedure, information will be recorded and kept on file. Details of the complaint, who is dealing with it, proposed solutions and periods of review will be sent to the complainant. At all stages, the complainant will have the right to be accompanied by a person of their choice if this can be achieved within the timescale. Complainants are free to use their preferred method of communication.