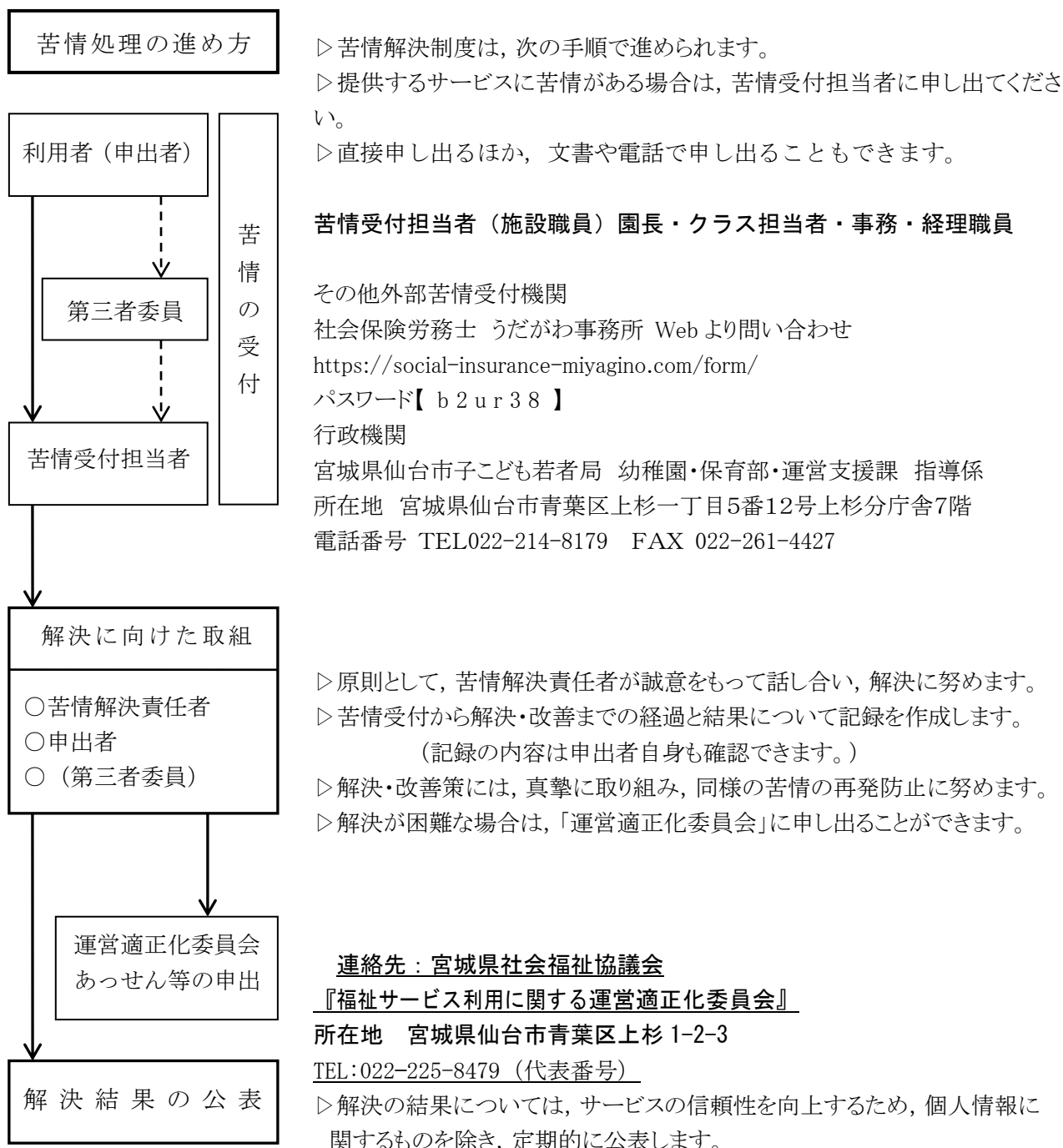


ユニゾン・ワールド英語保育園 の苦情解決制に係る体制整備

| | | |
|----------|-----------------|----------|
| 令和4年7月1日 | 苦情解決責任者（職名 施設長） | 氏名 小野 花奈 |
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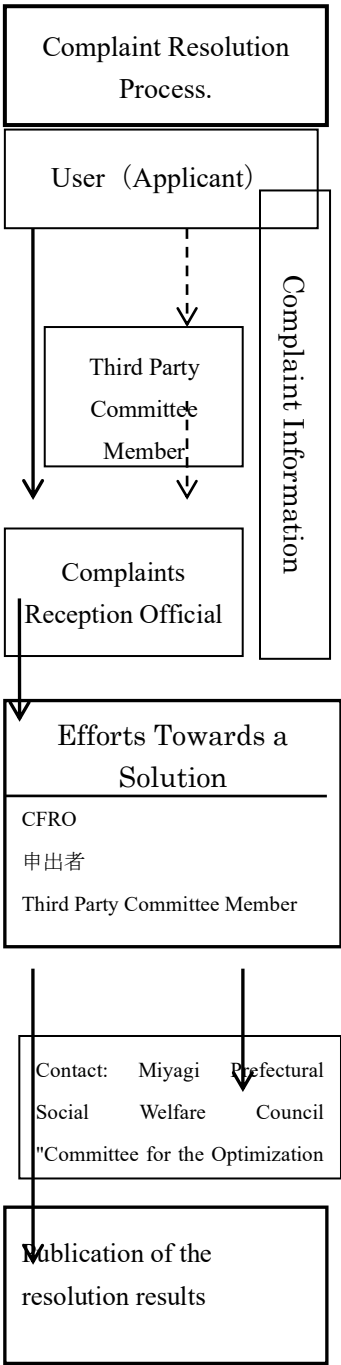
利用者の皆様からの苦情に迅速かつ適切に対応するため、本施設に苦情解決の仕組みを整えています。



Unison World English Nursery School Complaint Resolution System

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|-------------|---|
| July 1 2022 | Chief Complaint Resolution Official (Job Title: Facility Director) Kana Ono |
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In order to respond quickly and appropriately to complaints from users, this facility has a complaint resolution system in place.



The complaints resolution system will proceed as follows:
 If you have a complaint about the services provided, please contact the Chief Complaint Resolution Official (Kana Ono). In addition to making a request in person, you can also make a request in writing or by phone.

Complaint reception staff (facility staff), principal class staff, administrative staff.

Other external complaint receiving organizations: Social Insurance and Labor Consultant Udagawa Office

<https://social-insurance-miyagino.com/form/>
 password [b 2 u r 3 8]

Administrative agency: Miyagi Prefecture, Sendai City, Children and Youth Bureau Kindergarten and Childcare Department,
 Operational Support Division, Guidance Section Location: 7F Kamisugi Branch Office, 1-5-12 Kamisugi, Aoba-ku, Sendai City, Miyagi Prefecture
 Phone number: TEL - 022-214-8179 FAX - 022-261-442

▷As a rule, the Chief Complaint Resolution Official will discuss matters in good faith and endeavor to reach a resolution.

▷A record will be created of the process, and results from receipt of the complaint(S) to its resolution/improvement. (The contents of the record can also be viewed by the complainant.)

▷A sincere effort will be made to resolve/improve the causes of the complaint, and efforts will be made to prevent recurrences of similar complaints.

▷ If a reaching a resolution is difficult, the complaint can be submitted to the "Operational Optimization Committee."

Contact: Miyagi Prefectural Social Welfare Council "Committee for the Optimization of Welfare Service Use Management"
 Location: 1-2-3 Kamisugi, Aoba-ku, Sendai City, Miyagi Prefecture
 TEL: 022-225-8479 (Main number)

▷ In order to improve the reliability of our services, we will not disclose personal information regarding the results of the resolution. Except for matters related to the above, we will publish the information periodically

解決・改善に至るまでの経過と結果

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