

## Complaints Procedure, Woodlands ELC

### Rationale

We are committed to maintain and improve the quality of provision for children and families. There must be a system in place for gathering information on all aspects of provision. All stakeholders have the opportunity and right to raise any concerns or issues they may have and have these addressed in a transparent and fair way. Raising and addressing complaints can contribute to the quality and effectiveness of the overall service.

### What is a complaint?

A complaint is any expression of dissatisfaction about our action or lack of action, or about the standards of service provided by us or on our behalf.

### How do I complain?

You can complain in person, by phone, in writing or by email. It is easier for us to address complaints if you make them quickly, this helps concerns to be resolved.

**Please talk to a member of our staff**, this may be your key worker, Mrs Arbuckle our Senior EYP or Mrs Connor, Depute Head Teacher who line manages the nursery.

When complaining, please tell us:

- your full name and contact details
- as much as you can about the complaint
- what has gone wrong, and what outcome you are seeking

*What happens when I have complained?*

**We will always tell you who is dealing with your complaint.**

We aim to give you our decision at in five working days or less, unless there are exceptional circumstances,

If you are dissatisfied or if the issue is highly complex we will acknowledge receipt of your complaint within 3 working days and conduct further investigation. A full written response is normally provided within 20 working days.

**You can make a complaint to Angus Council by:** calling Angus Access line on 03452 777 778 at any time, using MyAngus portal or writing to Service Department, Angus Council, Angus House, Orchard Bank, Forfar, Angus DD8 1AN

**You can make a complaint to the Care Inspectorate by emailing:**  
[concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot) or calling 03456 009527