

CAIRNS EARLY CHILDHOOD CENTRE

COMPLAINTS PROCEDURE

1. Should you have a complaint about the care or learning your child receives while attending Cairns Early Childhood Centre please do not hesitate to contact the Head of Centre, Laura Campbell or if unavailable, a member of the Leadership Team. We try to keep an 'open door' policy which means we will try to respond to your concerns immediately. However, it may be a good idea to make an appointment to ensure time is set aside for you.
2. If the Head of Centre/Head Teacher is unable to provide a satisfactory resolution to your concern, you can raise a formal complaint via the council's complaints procedure. Details on this can be found on the East Ayrshire Council website. <https://www.east-ayrshire.gov.uk/CouncilAndGovernment/Contact-us/ComplaintsProcedure/Commentsuggestionsandcomplaints.aspx>
3. Your complaint (stage 1 complaint) will be reviewed by a manager within education and a response provided within 5 working days. In exceptional circumstances an extension may be granted for a further 5 working days, to conclude the response. You will be notified in writing if this is the case.
4. If you are not satisfied with the response received, you can ask for a further review of your complaint by senior management, who will aim to respond within 20 working days. You will receive a formal acknowledgement of your stage 2 complaint within 3 working days. In exceptional circumstances an extension may be granted for a further 20 working days, to conclude the response. You will be notified in writing if this is the case.
5. If you have completed the council's complaints process and you are still unhappy, you can ask the Scottish Public Services Ombudsman to review your complaint.

EAC will follow the SPSO Child Friendly complaints handling principles when dealing with all complaints involving children.

You have the right to contact the Care Inspectorate with any complaint that you have about the Early Childhood Centre at any time. The Care Inspectorate are responsible for regulating the service we provide.

You can make a complaint to the Care Inspectorate: By phoning 0845 600 9527,

Online at: www.careinspectorate.com or by email: concerns@careinspectorate.gov.scot