

## FENWICK EARLY CHILDHOOD CENTRE

### COMPLAINTS PROCEDURE

1. In East Ayrshire, anyone can make a complaint, either verbally or in writing, including face-to-face, by phone, letter or email. Should you have a complaint about any part of the service at Fenwick Early Childhood Centre please do not hesitate to contact the Head of Centre/Head Teacher Jamie Houston or if unavailable, or Senior Early Learning and childcare practitioner, Joanne McKay. At Fenwick ECC we aim 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/Complaints-handling-procedure.aspx>
3. Your complaint (stage 1 - frontline response stage) 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 (if agreed by a senior manager), to conclude the response. You will be notified in writing if this is the case. If the complaint cannot be responded to within 5 working days of receipt, then your complaint **will be escalated to Stage Two** (investigation stage).
4. If you are not satisfied with the response received, or where the complaint is complex, serious or high risk, this will be dealt with under stage 2 procedures. You will receive a formal acknowledgement of your stage 2 complaint within 3 working days and a response to the complaint within 20 days. In exceptional circumstances an extension may be granted (if agreed by a senior manager, Head of Service or Chief Officer). If this is the case, you will be notified in writing and informed of the revised time limits.
5. If you have completed the council's complaints process and you are still unhappy, you can ask the Scottish Public Services Ombudsman (SPSO) to review your complaint.

EAC follow the [SPSO's Child Friendly Complaints Handling Principles \(PDF 114KB\)](#) when dealing with complaints that involve 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 0345 600 9527.

Online at: [www.careinspectorate.com](http://www.careinspectorate.com) or by email: [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)