

DUNLOP 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 Dunlop Early Childhood Centre please do not hesitate to contact the Head Teacher, Laura Kelly or if unavailable, the Depute Manager, Kirsty Mitchell. At Dunlop 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 Teacher or Depute Manager 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.eastayrshire.gov.uk/CouncilAndGovernment/Contactus/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 unless there are exceptional circumstances. You will be notified in writing if this is the case. If you are not satisfied with the response given at this stage, you will be informed about what you can do next. If you choose to, you can ask for your complaint to be escalated to stage 2.
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. The aim will be to resolve your complaint where possible and where your complaint cannot be resolved, you will receive a full response as soon as possible, normally within 20 working days. If the investigation will take longer than 20 working days, you will be notified, with revised time limits and any updates on progress provided.
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. Complaints can be made confidentially and anonymously. 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 form: www.careinspectorate.com or by email: concerns@careinspectorate.gov.scot