**Maidenhill Nursery Class**

**Complaints Policy June 2019**

**Introduction**

We welcome all suggestions for improvement from our service users and aim to act on concerns promptly and efficiently before the need for a formal complaint arises.

However we respect the right of all service users to make a complaint about the service they receive and this policy aims to highlight the channels of complaint available to service users and how we will respond to any complaint in a professional and sensitive manner.

**Making a Complaint**

Complaints may be made in the following ways:

* **Directly to the Head Teacher (or Depute Head Teacher) for the school and nursery class**

Complaints to the Head Teacher (or his Depute) can be made in writing, by telephone, by e-mail or in person. If making a complaint in person, it is always advisable to arrange an appointment in advance. We aim to make an initial response to any complaints made directly to us within at most 48 hours. If the complaint requires further investigation we will set out a timeline for this and explain when and how we will get back to the complainant. Our preferred method of responding to any complaints will be through a face to face meeting or via a telephone call.

We will be clear in letting complainants know whether their complaint has been upheld, not upheld or partially upheld.

If the complaint is upheld or partially upheld, we aim to work in collaboration with the complainant to identify actions and a timeline for improvement.

Any complaint made directly to us will be recorded and reported to Care Inspectorate on an annual basis.

* **To East Renfrewshire Council Education Department**

If you are unhappy about the service you receive or the response to any complaint made directly to the Head Teacher (or his Depute), a complaint may be made to East Renfrewshire Council Education Department. The following link will provide more information:

Again, we aim to make an initial response to any complaint received by the education department within 48 hours at most.

* **To Care Inspectorate**

Complaints can be made at any time to the Care Inspectorate for Scotland at the following address:

**Care Inspectorate, Compass House, 11 Riverside Drive, Dundee, DD1 4NY.**

N.B. Please allow 20 working days from complaint received by the Care Inspectorate until being informed of any actions undertaken.

## Monitoring and Review

The HT will monitor this policy, engaging with relevant stakeholders and service users. The policy will be reviewed annually in August and updated as required.

Next review: August 2020

Policy author: A McDonald, June 2019