

## **COMPLIMENTS, CONCERNS AND COMPLAINTS**

If something is going well or you are concerned about your child, or have a general concern or complaint :

1. Speak to your child's key worker or any member of nursery staff
2. Talk to the nursery teacher – Mrs Rossborough
3. Make an appointment to see the Headteacher – Mrs Miller

If you remain dissatisfied after following these steps or you feel this is a matter you wish to speak to the Care Inspectorate about, then please contact:

**THE CARE INSPECTORATE**

**Compass House**

**11 Riverside Drive**

**Dundee**

**DD1 4NY**

**0845 600 9527**

Parents / Carers are also able to contact the Care Commission directly with their complaint if they so wish.