



Complaints Procedure

Listening to you - our complaints procedure

Your views and experiences are important to us. They help us to understand what we do well and where we need to improve. This allows us to tailor our services to better meet your needs.

Complaints

We work hard to deliver a high quality nursery service in a way that suits the needs of everyone but it is inevitable that we won't get it right for every person all of the time.

If you feel that we have got something wrong, please tell us about it.

- In the first instance, please speak to any member of staff who would attempt to sort out the difficulty
- The nature of the complaint and the action would be noted in the complaints book
- The Principal Teacher would be informed of the nature of the complaint, the action taken and the resulting outcome
- If no resolution is reached, the complaint would be referred to the Head Teacher who would meet with the person who had instigated the complaint
- All complaints will be dealt with by the Head Teacher within a 5 working day period.

If you feel your complaint has not been resolved satisfactorily with the Head Teacher, please contact the Education Officer responsible for Early Years:

Gerard McLaughlin
Head of Service
Early Years, Intervention and Inclusion
Kildonan Street
Coatbridge
ML5 3BT

All North Lanarkshire Council Early Years Establishments are regulated by the Scottish Commission for the Regulation of Care.

Complaints about any establishments may be referred to them:

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

Telephone: 0845 600 9527 Fax: 01382 207289 E-mail: enquiries@careinspectorate.com

website: <http://www.careinspectorate.com/index.php/online-complaint-form> (online complaints form)

Signed: *Martina Macintyre*

Reviewed: November 2023

