Kirk O’Shotts Nursery Class

Complaints Procedure

Our complaints procedure aims to provide a quick, simple solution. In the first instance matters of concern should be raised with a member of staff within the nursery. Staff will make every attempt to resolve the issue, complaints and the action taken will be recorded in the complaints book. You will be notified of the action taken (if any) writing 20 working days.

You may wish to contact a member of the management team. Complaints may be directed to:

Gillian Matthews Gordon Murray

Head Teacher Acting Depute Head Teacher

01698 27490 01698 27490

[ht@kirkoshotts.n-lanark.sch.uk](mailto:ht@calderbank.n-lanark.sch.uk) [gmurray@kirkoshotts.n-lanark.sch.uk](mailto:gmurray@kirkoshotts.n-lanark.sch.uk)

If you feel that your complaint has not been satisfactory resolved at this level you may contact:

**Education Officer (Central)**

Tim Sharpe

01236 812287

[sharpet@northlan.gov.uk](mailto:sharpet@northlan.gov.uk)

All service users have the freedom to contact the Care Inspectorate at any time at the following address:

Care Inspectorate

Princes Gate

Castle Street

Hamilton

ML3 6BU

01698 897800

[www.careinspectorate.com](http://www.careinspectorate.com)

Any complaint made under the complaints procedure will be fully investigated and the complainant will be informed of any action taken.