



## Saint Brendan's Nursery Class



### Complaints Policy

*"At St Brendan's Nursery it is our policy to investigate and reply to all complaints made"*

- It is our intention to offer the highest level of service possible to you and your child during your time at our nursery, however we accept that there are times when things can go wrong
- In order to improve our service we need to be informed of such occasions
- If you have a complaint about the service we provide, please do not hesitate to contact your child's keyworker
- We will ensure that your complaint is resolved and respond to you within 21 days
- If you feel your complaint has not been dealt with or resolved to your satisfaction please feel free to contact:

Chief Officer  
Education and Families  
North Lanarkshire Council  
Civic Square  
Motherwell

Care Inspectorate  
Princess Gate  
Castle Street  
Hamilton ML3 6BU

Reviewed: June 2024

Reviewed: June 2025

Reviewed: June 2026

Review by: June 2027