

Complaints Policy

The Nursery will deal with complaints promptly and efficiently. Parents/carers are encouraged to express any concerns to their child's key worker in the first instance. The nursery team will inform each other of any complaints received and discuss how to resolve issues arising from this. If a parent/carer is not satisfied they should contact the Depute Head Teacher (Mrs Shirley Allan) or the Head Teacher (Mr Paul McKeever). If a parent/carer feels that their complaint has not been dealt with to their satisfaction within Stepps Primary School, they may contact North Lanarkshire Council or Social Care and Social Work Improvement Scotland on the details below:-

Education Officer
North Lanarkshire Council
Education Department
Coatbridge
Tel no. 01236 812280

Social Care and Social Work Improvement Scotland
Princess Gate
Castle Street
Hamilton
ML3 6BU
Tel no. 01698 208 150

In accordance with Standard 14 (Well Managed Service) of the National Care Standards for Early Education and Childcare up to the age of 16, parents and carers can access the Care Inspectorate's complaints procedure without having to use the internal complaints procedure of the service. Details of how to contact the Care Inspectorate are as follows:

Social Care and Social Work Improvement Scotland
Princess Gate
Castle Street
Hamilton
ML3 6BU
Tel no. 01698 208 150

Tel no. 0845 600 9527/01698 208 150
Email: enquiries@scswis.com
Web: www.scswis.com