

**Complaints/Discussions**

We always strive to provide the best service possible. However, sometimes carers/parents/clients raise concerns and issues that require to be listened to and addressed.

When a parent raises an issue, concern or indeed complaint with a member of staff, it should be reported to the Head Teacher and recorded in Seemis Pastoral Notes in order that action, if appropriate, might be detailed.

Complaints received by Head Teacher regarding establishment issues, including staff, will also be recorded and, if necessary, discussed with appropriate staff member. Parents are invited to speak to the head teacher in person or can contact her by both phone and email.

Parents/carers/clients who are unsatisfied with the response of the Establishment or who wish to direct complaints/issues immediately to the Local Authority and/or the Care Inspectorate, should be furnished with North Lanarkshire Council’s “Complaints Leaflet for Education Headquarters and Establishments” and contact details for the Care Commission.

**Updated August 2018 by N. Ferguson**

 **Woodlands Nursery Class – COMPLAINTS/DISCUSSIONS** 

