

Rigside and Rural



Communities Nursery

Complaints Procedure

We hope that your child's time at Rigside & Rural Communities Nursery is one that you will recall with happy memories.

Occasionally, there may be times when you wish for clarification on procedures or practice or have a complaint.

It is important that we know how you feel about the service, and we welcome your views.

If you have a complaint about any aspect of the service, we ask that you initially speak to a member of management. You can do this by phoning our Rigside setting, speaking to a member of management in person, or by sending an email to the nursery email address.

If you feel that the complaint has not been dealt with appropriately, then we ask you to get in touch with the Early Years Team at head office. You can do this using the details below.

Lastly, if you still feel unhappy with the response you have been given, you have the right to complain to the Care Inspectorate, which is the governing body that oversees care services. The contact details are below.

We will strive to resolve any matter concerning you as soon as possible.

Contact details are listed below:

Rigside & Rural Communities Nursery contact:

gw14rigsidenuroffice@glow.sch.uk

01555 880689

Carol Wright
Early Years Locality officer
Education Resources
Almada Street
Hamilton
ML3 0AE
01698 4544

Care Inspectorate
Princes Gate
Council Offices
Castle Street
Hamilton
ML3 6BU
01698 208150