

If you are not satisfied you can take your complaint to:

Customer Care

West Lothian Council

Civic Centre

Howden Road South

Livingston

EH54 EH54 6FF

Telephone ; 01506 280000

or

Social Care and Social Work

Improvement Scotland

South Suite- Ground Floor

Largo House

Carnegie Avenue

Dunfermline

KY11 8PE

Telephone 0845 600 8335

School Vision Statement

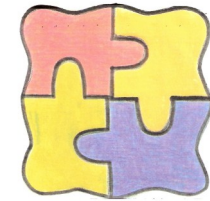
"Striving for excellence, developing happy, confident, successful learners in partnership with parents/carers within the local community of Bathgate."



West Lothian Council

BATHGATE EARLY YEARS
CENTRE NURSERY

Making a Complaint



Bathgate Early
Years Centre

Headteacher: Mrs Mvairi S. Lynch

Whitburn Road

Bathgate

EH48 2RD

Telephone :01506 776234

E mail:bathgateeyc@westlothian.org.uk



How to complain

This leaflet tells you

How to complain about anything to do with the nursery

What I will do when you complain

How to take the matter further

Your complaint is important

I want the nursery to provide the best for your child. Your complaint allows me to correct any misunderstanding or put matters right and improve the nursery. If you are unhappy about anything to do with the nursery, please let me know.

My commitment to you

I will investigate your complaint as quickly as possible and I will tell you what I am going to do. If you are not happy I will help you take it further.

What I expect of you

- Remain calm and polite
- Don't get angry
- Be patient

Making Your Complaint

I need to understand why you are not happy. You can tell me in the following ways

In Writing

You can write a letter(or get someone to do it for you). You can use one of the complaint forms.

Please give me as many details as you can.

By E mail

You can send an e mail initially ,(or get someone to do it for you). Our e mail address is :

bathgateeyc@wled.org.uk.

Please give me as many details as you can.

In Person

You can make an appointment where a member of staff will write down your complaint

By Telephone

You can telephone to make your complaint. A member of staff will take note of it. It may be necessary to phone you back if no-one is available to take your complaint when you call.

NO MATTER HOW YOU COMPLAIN, I MAY NEED TO CONTACT YOU TO MAKE SURE I FULLY UNDERSTAND YOUR COMPLAINT.

What will I do next?

I will investigate your complaint thoroughly.

If I cannot give you an answer within five working days. I will let you know when I will have an answer.

When I have finished my investigation, I will tell you what I am going to do. I will not be able to tell you anything that breaks the confidentiality to which other people are entitled.

What can you do next?

If you are not satisfied by the way I have investigated your complaint or by the action I have taken, you can complain to West Lothian Council or to the Social Care and Social Work Improvement Scotland. (SCSWIS)

Their addresses are on the next page.