**Deans Nursery Complaints Policy**

We are committed to providing a high-quality service. We value complaints and use the information from them to help us improve our service. If something goes wrong or parents/carers are dissatisfied with our services, we want to know.

As a West Lothian Nursery our complaints procedure is described in the leaflet ‘How to make a Complaint’ **(Appendix 1)**. It details how parents/carers can make a complaint. It also details our service standards and what they can expect from us.

We will also inform the parents/carers that they can make a complaint direct to the Care Inspectorate and inform them of the procedures and how to do this. See ‘Unhappy about a Care Service?’**(Appendix 2)**

All parents/carers are informed of our complaints procedures and they will be displayed in the entrance area and in our handbook.