



We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and we welcome being informed where they have not been satisfactory.

We believe a complaints procedure can contribute to the quality and effectiveness of the service. This policy statement sets out a procedure for parents and carers to complain about any aspect of the service. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of parents, carers, children and staff that complaints are dealt with fairly and confidentially.

- At Strathburn Nursery we shall respond to the comments or complaints of all parties as promptly as possible.
- In the first instance the complainant should contact the nursery staff for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- If the problem remains unresolved, the complainant should contact the Head Teacher either by letter, telephone or in person. The Head Teacher is not always immediately available, but the DHT or school administrator will be happy to make an appointment at a suitable time.
- The Head Teacher will listen to the complaint and investigate the circumstances surrounding it.
- The Head Teacher will then report back to the complainant and investigate the circumstances surrounding it.
- If the complaint cannot be resolved at school level, the complainant or the Head Teacher may contact the Senior Education Officer at Gordon House.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers of the Care Inspectorate.

Complaints to Care Inspectorate

- Should parents wish to contact the Care Inspectorate direct they may call:
- **0141 8436840, enquiries@careinspectorate.com**
- This procedure is displayed in the nursery for the information of parents and visitors.
- Complaints to Care Inspectorate will be acknowledged within 5 working days. Please allow 20 working days for the complaint to be investigated.