



Lenzie Meadow Nursery Policy on Complaints

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should feel able to speak to any member of staff. This invitation is included bi-annually in the nursery newsletters.
- Where a complaint is made to staff, the Depute Head of Centre or Senior Early Years Worker should be informed immediately.
- Serious complaints must be reported to the Head Teacher. Formal written complaints will be responded to within 20 days.
- The Head Teacher will advise the parent/s of East Dunbartonshire's Complaints Policy and procedures.
- The Depute Head of Centre and Head Teacher will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Complaints will be recorded and dated in the Complaints Book.
- After a complaint has been resolved the final outcome will be written in the Complaints Book. Any recommendations for changes in procedure will be made and noted.
- It is clearly understood that parents have the right to phone the Education Department after talking to the Head Teacher if they feel that they have not received a satisfactory response to their complaint.
- Complaints by a member of staff will be dealt with by the Head Teacher.

Parents are made aware that they are entitled to take any complaints / concerns to:

Chief Education Officer
Jacqueline MacDonald
East Dunbartonshire Council
Southbank House
Strathkelvin Place
Kirkintilloch
G66 1XQ
Tel: 0141 578 8000

Care Inspectorate
Central West Region
4th Floor
1 Smith hills street
Paisley
PA1 1EB
Tel: 0141 843 4230

Or