

COMMENTS AND COMPLAINTS POLICY Dunvegan Primary School Nursery

We hope you will enjoy your child's time at our Nursery and welcome comments or suggestions, which could help us to improve our service.

However, we are aware that difficulties can occur from time to time and if you feel you have reason to complain, then please follow the procedure outlined below.

Please use the open door policy and speak to the person in charge of the Nursery, either at the beginning or end of a Nursery session. If you prefer, an appointment can be made to speak to the Nursery Assistant in private. It will then, in consultation with the parents/carers, be decided, if the matter needs to be taken further, in which case, the Nursery Coordinator Teacher or Head Teacher will be informed and a meeting arranged.

From here, if necessary, the matter will be brought to the attention of the Area Education Manager who will decide what the next steps should be. Parents will be kept fully informed at each stage and will be invited to attend any meetings being held.

Should you feel unable to speak to the person in charge of the Nursery, please make an appointment to speak directly with either the Nursery Coordinator Teacher or the Head Teacher. We aim to make a response to any issue within a week after receiving the information.

Parents/carers are also able to contact the Care Commission directly with a complaint, if they so wish. The local address and telephone number for our centre is:

Care Commission

1st Floor

Castle House

Fairways Business Park

Inverness

Inverness-shire

IV2 6AA

01463 227630

The Complaints Resolution Officer who is investigating your complaint will write or telephone you to tell you how the complaint is being investigated and how long they think it will take. Some complaints can be resolved within 14 working days. They aim to resolve more complex complaints within 28 working days of receipt. They may need to talk to you to make sure they understand completely the nature of your complaint. If you want to, you can have a friend or relative or an advocate with you during the meeting. A written record will be made of the conversation which you will be asked to sign to say it is an accurate record. They will give you a copy of your statement.

The Care Commission publication "How to use the Care Commission Complaints Procedure" is also available. You will find a copy of this displayed on our Nursery Notice Board.