



St. John the Baptist Primary Nursery Class
Complaints Procedure Policy



Through this policy we ensure parent/carers are sure in the knowledge that they can complain to staff or management without victimisation. It also guarantees all complaints are dealt with fairly.

If you have any concerns about our nursery in general, please do not hesitate to approach any member of the Nursery Team at any time. All complaints will be dealt with as a matter of urgency. Complaints should be resolved within 20 days.

If you do not want to approach staff or are not entirely satisfied with the outcome, please contact:

Head Teacher: Mrs Cath Currie

Carole McKenzie

*Education Head of Service
Council Offices
Almada Street
Hamilton
ML3 0AA*

01698 454418

carole.mckenzie@southlanarkshire.gov.uk

If you are still not satisfied with our response you can contact the Care Inspectorate at the address or number below.

Care Inspectorate

*Compass House,
11 Riverside Drive
Dundee,
DD1 4NY*

Tel: 0345 600 9527