



Kinellar Nursery

Complaints Policy

We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and 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 early stage. It is in the best interests of parents, carers, children and staff that complaints are dealt with fairly and confidentially.

- At Kinellar School we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the Early Years Lead Practitioner 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 school administrator or clerical assistant 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 try to resolve the problem.
- Complaints will be acknowledged within 5 working days. Please allow 28 working days to investigate a complaint.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers of the Care Commission. Otherwise it is confidential.
- Should parents wish to contact the Care Commission direct they may call 01224 793870.
- This procedure is displayed in the Nursery for the information of parents and visitors.

We comply with Aberdeenshire Council's "Procedure for Council Employees" on Comments Compliments and Complaints. Copies of this policy are available from the local library or www.aberdeenshire.gov.uk.

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