

Auchinairn Early Years Centre



Complaints Guidelines and Procedures

It is the policy of **Auchinairn EYC** to deal with complaints within 2 weeks of a complaint being made.

In the event of a complaint please speak in the first instance to:

Michelle Durham – Head of Centre

Or

Lauren Brown – Depute Head of Centre

If a complaint is not dealt with satisfactorily, the procedure is as follows:

1. The complaint may be referred to

Sheena Fraser

Early Years Service Manager

Tel 0141 578 8697

sheena.fraser@eastdunbarton.gov.uk

or

Greg Bremner

Chief Education Officer

East Dunbartonshire Council

Tel: 0141 578 8164

greg.bremner@eastdunbarton.gov.uk

2. Finally if satisfaction has still not been reached, the complainant will be advised to refer the matter to :

Care Inspectorate

Headquarters, Compass House

11 Riverside Drive

Dundee DD1 4NY

Tel: 01382 207100

e mail: enquiries@careinspectorate.com

Our Care Inspectorate Officer: Angela McClusker and our Care Inspectorate ID is: CS2003014678

Care Standard: 7.7, 14.2

Realising the Ambition: 7.3

HGIOELC: 1.1 1.4

UNCRC: Article 12

Quality Framework: 1.4

This policy has been reviewed and updated following consultation with staff/parents/carers

Signed:

May 2024