

## **Complaints**

If you are unhappy about any aspect of the nursery, you can make a complaint. We welcome your feedback whether it is positive or negative, and this helps us to improve the nursery.

There are several stages to making a complaint and we follow the guidance of Scottish Public Services Ombudsman (SPSO)

### **Stage 1**

You should speak to a member of the management team. You can phone or email also – [headteacher@langastreet-nursery.glasgow.sch.uk](mailto:headteacher@langastreet-nursery.glasgow.sch.uk) . We may wish to arrange a time to discuss this with you properly in order to make an accurate record of your complaint, or you may be asked to put your complaint in writing. You should receive a written response within 5 working days and we aim to resolve your complaint so that you are happy with the care and education that nursery provides.

You can also make a complaint at this stage through the Glasgow City Council customer care team, however this would be referred back to the nursery at stage 1 anyway, therefore we would encourage you to speak with us first. The customer care team can be contacted on:

0141 287 2000 or by email: [Education.CustomerServices@glasgow.gov.uk](mailto:Education.CustomerServices@glasgow.gov.uk)

Or by online form: <https://www.glasgow.gov.uk/forms/complaints/Complaints.aspx>

### **Stage 2**

If you remain unhappy with the response to your complaint, you can request that this is investigated further. An investigating officer will be appointed and you should receive a response within 20 working days

### **After stage 2**

If you are still dissatisfied, you will be given the option to refer the matter to the SPSO

**You can also complain directly to the Care Inspectorate** at any stage by contacting their complaints team by:

- filling in an [online form](#)
- calling 0345 600 9527 between 9am and 4pm, Monday to Friday
- emailing at [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

They will typically ask you first of all whether you have raised this matter with the nursery.

Our Care Inspectorate Registration number is CS2003015979