



Complaints Guidelines and Procedure

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:

Janet Brady – Head of Centre
Or
Michelle Durham – 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
Early Years ,Education Service
East Dunbartonshire Council.Learning Campus.
50 Southbank Road,Kirkintilloch G66 1NH
Tel 0141 578 8697

sheena.fraser@eastdunbarton.gov.uk

or

Jacqueline MacDonald

Chief Education Officer
East Dunbartonshire Council
12 Strathkelvin Place
KIRKINTILLOCH
Glasgow
G66 1TJ
Tel: 0141 578 8739
jacqueline.macdonald@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 is : Claire Reilly and our Care Inspectorate ID is: CS2003014678

Care Standard: 7.7, 14.2
Child @ Centre 2: 7.1 9.1
Realising the Ambition: 7.3
HGISOELC: 1.1 1.4

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

Signed: J.Brady

Head of Centre

May 2021

