



COMPLAINTS POLICY

Policy Statement

All complaints are acknowledged, taken seriously and fully investigated and recorded with the outcome.

We shall, within 28 days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the complainant of any action that is to be taken.

We promote an environment of mutual respect, trust and open communication where everyone should expect to be treated equally and fairly.

The views, wishes and comments of children, parents and visitors are welcome at any time.

Manager – Beverly Anderson 07813 209 924

Chair Management Board– Pauline Burke contact via BOSCA

Care Inspectorate 0141 843 6840
Paisley Piazza
Smithfields Street
Paisley
PA1 1DD

National Enquiry Number 0345 600 9527



COMPLAINTS POLICY

Complaints Procedure

Complaints may be made verbally or in writing to the manager. They may be written in the suggestions/complaints book – available on the desk.

All complaints are acknowledged, taken seriously and fully investigated and recorded with the outcome.

Parents may contact the management board if issues cannot be resolved by the manager and an independent arbiter will be identified for the resolution of exceptional difficulties.

We shall, within 20 days after the date on which the complaint is made, or such shorter period as may be reasonable in the circumstances, inform the complainant of any action that is to be taken.

We promote an environment of mutual respect, trust and open communication where everyone should expect to be treated equally and fairly.

The views, wishes and comments of children, parents and visitors are welcome at any time.

Children have access at all times to their own suggestion /complaint box.

Beverly Anderson Manager - 07813 209 924

Chair Management Board – Pauline Burke contact via BOSCA

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