



Complaints Guidelines and Procedure

It is the policy of Colquhoun Park 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:

Anne Maria Mirren/Kady Tamburrinin – Depute Head of Centre
or
Claire Loney – Head Teacher of Colquhoun Park PS and EYC

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 INH
Tel 0141 578 8697
sheena.fraser@eastdunbarton.gov.uk

Or

Greg Bremner

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](mailto:enquiries@careinspectorate.com)

Care Standard: 7.7, 14.2
HGISOELC: 1.1 1.4

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

Signed

February 2022