

If you are unhappy about anything at nursery, please speak to us first. Our aim is to work with parents to support children's development and progress as much as possible. Almost anything that you are unhappy about we will be able to discuss and resolve together.

If you would like to make a formal complaint though, if this discussion doesn't work, then see the information below:

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- > delays in responding to your enquiries and requests
- > failure to provide a service
- > our standard of service
- > treatment by or attitude of a member of staff
- > our failure to follow proper procedure.

Your complaint may involve more than one council service or be about someone working on our behalf.
www.glasgow.gov.uk/privacy

If your complaint is about Social Work Services, there is a separate complaints form and procedure, you can find out about this by visiting www.glasgow.gov.uk/swcomplaints

What can't I complain about?

There are some things we can't deal with through our complaints handling procedure. These include:

- > a routine first-time request for a service
- > requests for compensation from the council
- > things that are covered by a right of appeal.

Here are some examples:

If your planning application is refused, you will have a right to request either an appeal to Scottish Ministers or a review by the planning authority's Local Review Body. Which one depends on the circumstances of the application. The timescale for appeal, or review, will normally be explained in correspondence and the decision notice from the planning authority.

If you believe your house is incorrectly valued for Council Tax, you can appeal directly to the Assessor.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.


Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

How do I complain?

You can complain in person, by phone, in writing, online using our complaints form at www.glasgow.gov.uk/complaints

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about.



Care complaints

If your complaint relates to a care service we provide, you can choose whether to complain to us or the Care Inspectorate. You can find out more about their complaints procedure, or make a complaint, by contacting them.

The Care Inspectorate has several offices around Scotland.

Please refer to:

www.careinspectorate.com/

Or

Phone **0845 600 9527**

Email

enquiries@careinspectorate.com

Quick guide to our complaints procedure

Complaints procedure

You can make your complaint quickly and easily using our online form www.glasgow.gov.uk/complaints

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.



Stage one Frontline resolution

We will try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage two.



Stage two Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage one. We will also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation.

We will acknowledge your complaint within **three working days**.

We will give you our decision as soon as possible. This will be after no more than **20 working days** unless there is clearly a good reason for needing more time.



Scottish Public Services Ombudsman (SPSO)

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

We will tell you how to do this when we send you our final decision.



Our contact details

Please contact us by the following means:

Write to us **Customer Care Team, Glasgow City Council, G2 9RZ**

Use the online form www.glasgow.gov.uk/complaints

Phone us on **0141 287 0900**

We can also give you this leaflet in other formats (such as large print, audio and Braille).