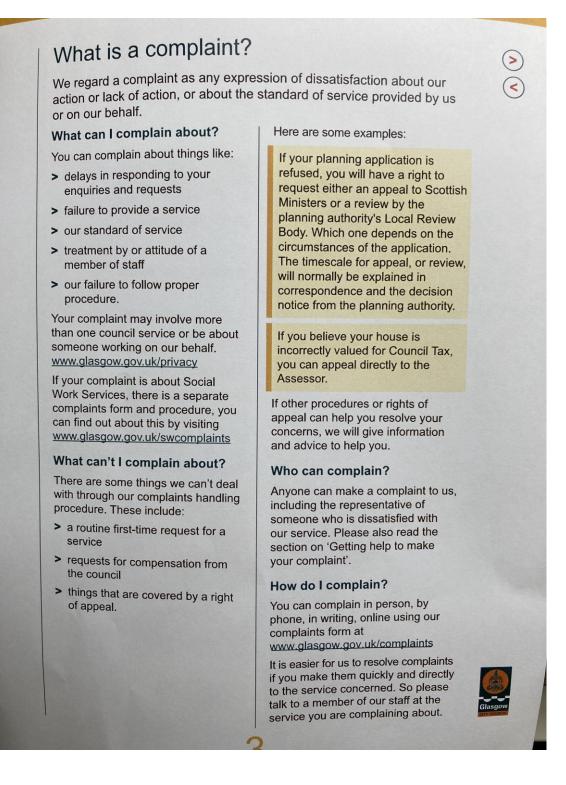
If you are unhappy about anything at nursery, please speak to us first. Our aim is to work with parents to support children's development and progress as much as possible. Almost anything that you are unhappy about we will be able to discuss and resolve together.

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



#### **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.

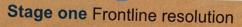
The Care Inspectorate has several offices around Scotland. Please refer to: www.careinspectorate.com/ Or Phone 0845 600 9527 Email enquiries@careinspectorate.com

### Quick guide to our complaints procedure

#### **Complaints procedure**

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

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.



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.



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 <u>www.glasgow.gov.uk/complaints</u> Phone us on **0141 287 0900** 

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