



Killermont Early Years Centre Complaints Policy and Procedures



Rationale

We are committed to delivering a quality service and as such we welcome feedback from all of our service users. Our complaints management procedures sit within our overall communication approaches aimed at encouraging dialogue with our visitors and service users.

The EYC recognises the multi-cultural aspect of our society and will provide an environment which is non-discriminatory, respects diversity and provides equality of opportunity for all users of its service regardless of their gender, sexual orientation, age, disability, race or religion.

Service Aims

Our service will aim to: -

- Ensure a high quality service
- Seek feedback from service users
- Reassure our service users that their views are taken seriously and that their comments and complaints will be dealt with efficiently and in a fair manner.

Methodology

The EYC will always endeavour to conform to all legislation, which impacts on the service including; United Nations Convention on The Rights of the Child; The Care Inspectorate; health and safety legislation; employment laws; race relations acts; anti discriminatory and equality acts and General Data Protection Regulations.

Staff should be open to feedback from service users, and view it as an opportunity to learn about what works and what needs to improve. Staff should reply promptly and attempt to resolve all concerns quickly to avoid escalating the situation. We would aim to acknowledge all concerns within one working day and resolve all complaints within a working week through implementing East Dunbartonshire Councils Complaint Policy in two stages:

Stage 1

The EYC receives enquiries that are often simple to resolve. However, should the nature of your enquiry be to notify us of a formal complaint, a form explaining the nature of your concerns should be populated and submitted using the online complaint form available on East Dunbartonshire

Councils website. All complaints emails should be forwarded to complaints@eastdunbarton.gov.uk. The senior leadership team here at Killermont EYC will aim to resolve your complaint within 5 working days, keeping open lines of communication, notifying you of an outcome. However, if you remain concerned and are unhappy about the stage 1 outcome, you will be advised of the next stage of the complaints process.

Stage 2

At stage 2, you are perfectly within your rights to have your initial complaint reinvestigated and a referral will be submitted to the Education authority. An acknowledgement will be sent within three working days and a resolution outcome as soon as possible, however, within 20 working days. It is hoped that your concerns can be resolved either through stage 1 or stage 2 of the complaints procedure, however, if you remain unsatisfied you will be advised to contact the Scottish Public Services Ombudsman.

Children's Voice

Article 12 of the UNCRC states that every child has the right to freely express their views in all matters that affect their wellbeing. As a Rights Respecting School/EYC we actively encourage the children to discuss their feelings and emotions using various resources. If a concern is voiced by any of our children, we will respond to this, following the same procedures we would follow if dealing with complaints/concerns of our service users.

If the issue cannot be resolved by the DHoC, complaints can be referred to: -

East Dunbartonshire Council

Phone Number: 03001234510

Email Address: customerservices@eastdunbarton.gov.uk

Tweet; East Dunbartonshire Council

Website: <https://www.eastdunbarton.gov.uk>

Phone Number: 03456009527

Email Address: concerns@careinspectorate.gov.scot

Text: 07870981785

Link to Care Inspectorate Complaints website: <https://www.careinspector>

Policy Updated	April 2026
Review Date	April 2027
Reviewed By:	Patricia Ross Depute Head of Centre and all staff : April 2026
Documents	Document Links
Quality improvement framework for the early learning and childcare sectors	Partnerships
Health and Social Care Standards	4.21
Realising the Ambition	6.4
UNCRC	Article 12