

JENNYSWELL CHILDREN'S NURSERY COMPLAINTS POLICY



JENNYSWELL

Concerned or unhappy about any aspect of the service provided by Jennyswell, then please let us know by :

Speaking to the staff member concerned

Or

The most senior staff member available

Still unhappy, or if you prefer, please come directly to the management(Tel:0141-842 1188), we're here to help, or a member of the parent liaison group.

You can contact the parent liaison group through Jennyswell.

Management will investigate your complaint and inform you of any action to be taken within 28 days.

A copy of our complaints policy and is available on request.

If you feel your concern has not been resolved and you wish to take it further, you can contact:

Care Commission(Scotland)
Central West, Paisley Piazza,
Smithills St., Paisley, PA1 1DD

Telephone:0141-843 4230