

Woodburn Nursery Class

Complaints Procedure

We endeavour to ensure that all our children and families feel supported, included, respected and valued. Our ethos is one of openness and transparency. Key workers build trusting relationships with families and we encourage dialogue with them at the earliest opportunity in order to resolve any concerns. Complaints will be dealt with in confidence and in private. Should concerns need escaladed further, in the first instance they should be raised with Senior Childcare and Development Workers Kirsty Murdoch and Sam Duncan in the first instance.

* If concern is still unresolved contact:

Mrs. Joanna Findlay, Head Teacher.

 Woodburn Primary School

 5 Cousland Road

 Dalkeith

 MIDLOTHIAN

 EH22 2PS Tel.no 0131 271 4715

* Should concern need to be escalated further, contact may be made with the following:

Julie Fox: Schools Group Manager, Early Learning and Childcare

 Fairfield House,

 8 Lothian Road,

 DALKEITH.

 EH22 3ZG Tel.no. 0131 271 3725

Mary Smith: Head of Education

 Fairfield House,

 8 Lothian Road,

 DALKEITH.

 EH22 3ZG Tel.no. 0131 271 3719

Care Inspectorate Office: 3 C & D South
Victoria Quay
Edinburgh
EH6 6QQ Tel: 0345 6009527

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