

## **Coldstream ELC**

### **Complaints Procedure**

**Date:** September 2024

**Review Dates:** January 2026

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#### **1. Introduction**

Coldstream Early Learning Centre is committed to working in partnership with parents and carers. We value open communication and strive to resolve concerns quickly and informally whenever possible. This procedure outlines the steps to follow if you wish to raise a concern or make a formal complaint.

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#### **2. Informal Resolution**

We encourage parents and carers to speak with a member of staff in the first instance. Open and respectful dialogue often resolves issues early and prevents misunderstandings.

To discuss a concern:

- Please approach any member of staff, or
  - Arrange a suitable meeting time with your child's key worker or the senior practitioner.
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#### **3. Escalation to Head Teacher**

If your concern remains unresolved following discussions with staff, you may contact the Head Teacher:

**Ms Paterson – Head Teacher**

Telephone: **01890 882189**

(Contact via the school office)

A meeting will be arranged to discuss the issue further and explore solutions.

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#### **4. Making a Complaint to Scottish Borders Council (SBC)**

If you are not satisfied after discussions with the Head Teacher, you may wish to submit a formal complaint to SBC.

You can make an official complaint:

- **Online:** via the Scottish Borders Council website
  - **By phone or in writing:** following SBC's corporate complaints procedure
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#### **5. Complaints to the Care Inspectorate**

Parents and carers have the right to raise a complaint directly with the Care Inspectorate at any time. This may be done whether or not the internal complaints process has been used.

**Care Inspectorate**

Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

**Telephone:** 0345 600 9527

**Email:** enquiries@careinspectorate.com

Further information is available on the Care Inspectorate website.

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**6. Records and Confidentiality**

- All complaints will be handled sensitively, fairly and in line with data protection legislation.
- Records will be stored securely and reviewed as part of service improvement processes.

**SLT Signature:** *Catherine Douglas*

**Date:** 05.01.2026