

Glasgow City Council School Handbook

School Name	Buchlyvie Nursery School
Address	45 Aberdalgie Road Easterhouse G34 9HX
Telephone number	0141 771 2999
e-mail	Headteacher@Buchlyvie-Nursery.glasgow.sch.uk



**Where Learning
becomes fun**

Last updated 30th August 2018

Contents

- Section One** **School Aims**
- Section Two** **General Information**
- School staff
 - Hours of opening
 - Pattern of the day
 - School Holidays and In-service Days
 - Admissions and enrolment procedures
 - Attendance
 - Clothing
 - Arrival and collection of children
 - Transport
 - Insurance
 - Excursions and consent forms
 - Emergency closure arrangements
 - Meals and snack
 - No smoking
 - Communication, Open Access, Confidentiality, Whistleblowing, Child Protection
- Section Three** **Medical Information**
- Medication
 - If your child becomes ill
 - Minor accidents and upsets
 - Routine health screening
- Section Four** **The Nursery Curriculum**
- Our curriculum
 - Planning for children’s learning
 - Assessment and reporting
 - Supporting children with difficulties
 - The named person - GIRFEC
- Section Five** **Partnership With Parents**
- Working with you to promote positive behaviour
 - Working together to promote children’s learning, Complaints
 - Information on parent activities
 - Fund-raising
- Section Six** **The Wider Community**
- The school and the community
 - Services within the community
 - Links with primary schools
- Section Seven** **Other Information**
- Suggestions and complaints
 - School Policies
 - Disclaimer on changes to information given
- Appendices**
- Location of school
 - Location of emergency exits, fire points and first aid kits.

Section One: School Aims

Mission Statement

In Buchlyvie Nursery School, we aim to offer the highest quality of education and care

Aims

To ensure a balanced curriculum that provides young children with the best possible learning opportunities and experiences.

To continually improve the quality of learning and teaching through effective organisation and management of the school's resources.

To ensure that children realise their potential through promotion and recognition of achievements

To provide the highest quality of learning and teaching experiences to enable children to enjoy their education and develop positive attitudes towards learning, and encourage creativity and ambition.

To provide effective support systems for all children to promote personal and social development and underpin positive attitudes towards learning irrespective of gender, religion, race, ability, social or economic background.

To comply with relevant education and care standards, and with all forms of equality legislation.

To provide a welcoming, safe and caring environment in which each child is valued and supported and ensure good health through strategies which promote physical and mental well-being and self esteem

To ensure the school's promoted staff provide high quality leadership, management and support.

To improve the quality of educational experiences for children through a programme of continuing professional development.

To build and maintain effective partnerships between the school, parents and carers, external support agencies and the wider community

Section Two: General Information

School staff.

Below is a list of staff members who work in our school. In addition, Speech and Language Therapists, Educational Psychologists and other professionals will sometimes be in the building to support our work with specific children.

Our staff members are qualified, skilled and experienced in matching the learning opportunities offered to the needs and interests of the children and our staff development programme consists of courses provided for all staff during in-service days and the release of staff to undertake particular courses for their personal professional development.

Head of Centre
Michelle McLernon

Staff Member	Position	Professional Qualifications
Evelyn Watson	Team Leader	NNEB
Sharon Macfarlane	C.D.O. Job Share	HNC
Moira Barrett	C.D.O. Job Share	HNC
Elaine Gold	C.D.O.	HNC
Shirley Forrester	C.D.O.	NNEB
Maureen Bulman	C.D.O.	HNC
Chelsea Cooley	C.D.O.	HNC
Natalie Thomson	Lead Practitioner for Attainment	BA (hons) Childhood Practice
Lana Hutcheon	Clerical Assistant	
Michelle McLafferty	Catering Assistant	
Gladys Boyle	Janitor/Caretaker	

Hours of opening The School is open daily – Monday to Friday from 8.30 a.m. until 4.30 p.m.
Daily sessions Morning session 8:30am and finish at 11:40am
Afternoon session 1:00pm and finish at 4:10pm

Pattern of the Day

Morning

8.30-9.00	Children are welcomed - free play
9.15	Story Time
9.25	Selection of adult directed and child directed learning opportunities
11.15	Tidy up time
11.30	Circle Time

Afternoon

1:00	Children are welcomed – free play
1.20	Story time
3.00	Selection of adult directed and child directed learning opportunities
3.35	Tidy up Time
3:40	Circle time

The above pattern can change from day to day depending on circumstances for example when new children are settling.

We try to vary the experiences of the full time children by taking them on outings or local trips.

Our curriculum plans are implemented within this structure.

Staff Professional Development

Staff members have access to six days in-service training throughout the year. This training covers a wide range of issues that arise from national priorities, school development plans and local initiatives. This enables staff members to be fully briefed on issues such as disability awareness and the health development strategy. Weekly staff meetings at lunchtime on Tuesday's and Thursdays on a rolling programme often include staff development opportunities.

Admission and Enrolment Procedures

The nursery is open to all children from the age of three years until they move on to primary school. The Head of Centre is responsible for maintaining a register of applicants and all nursery places are allocated in line with the Council's admissions policy whenever vacancies arise. She will be happy to advise you personally on how this policy operates when you apply for a place for your child. An information leaflet summarizing the policy is available in all local authority establishments. An admissions panel will meet as necessary throughout the year to decide on the allocation of full-time or extended hours. If a change in your circumstances could affect your application you should let the Head of Centre know as soon as possible. As soon as a place becomes available for your child, you will be contacted by letter or telephone and invited to come in to the school to complete enrolment forms and agree a starting date.

Attendance

Although attendance at nursery school is not compulsory, your child will benefit educationally if she/he maintains a regular pattern of attendance. We monitor attendance and will contact you if your child has been absent, to see if we can offer any help or advice. Please notify us by 10 am/2pm if your child is going to be absent for any reason. See also Child Protection p10+11.

Clothing

Children learn best when they are actively involved in work and play. We will always try to make sure that they wear aprons during messy work but accidents do happen so please ensure that clothes for nursery school are practical and washable. Families can purchase nursery jumpers and polo-shirts. We intend to ensure that the children have opportunities active play so make sure that your child's outdoor clothing is comfortable for both indoor and the prevailing weather conditions in outdoor play. **Children are encouraged to bring wellies to nursery as we are outdoors every day. Football tops are actively discouraged in City Council schools**

Jewellery and Pierced Ears

The following paragraph has been taken from the current Master Safety File 34P [Physical Education Code of Practice/Risk Assessment](#) which formally reiterates Education Services safety message on the subject:

"2.7 Personal effects (e.g. jewellery, body piercings, watches, hair slides and belts constitute a hazard and may cause injury to themselves or others if worn whilst participating in Physical Education and **must be removed** - this list is not exhaustive and staff should assess as appropriate".

Parents should be aware that nursery children are actively involved in physical activity throughout the day and that jewellery including pierced earrings which constitute a risk, should not be worn to nursery.

Arrival and collection of children

It is expected that a responsible adult will bring your child to and from school.

In the interests of your child's safety you should make a point of telling the Head of Centre if he or she is to be collected by someone not known to staff members.

This avoids difficult situations when a child cannot be allowed to leave with an adult who is a stranger to the staff.

Transport

Transport is not normally provided for children attending nursery school. The Council may, however, provide transport to and from nursery school for children who have additional support needs. Requests for transport under these circumstances are organized through Psychological Services.

Insurance

Sometimes children like to bring something special or new to nursery for their friends to see. However parents should ensure that valuable or precious items are not left at nursery, particularly as the authority has no insurance to cover the loss of such personal items. *Claims submitted are likely to be met only where the authority can be shown to have been negligent.*

Please put children's shoes in their shoe bags and write their name on the inside of their coats and jackets to avoid mix ups in the cloakroom.

Excursions and consent forms

When outings or excursions for are planned, the Head of Centre or a member of staff will tell you in advance. You will be asked to complete a form to confirm that you give your permission for your child's participation. Children cannot take part in outings unless we have a completed consent form. Parent helpers are often invited to help us on trips and for your peace of mind, we particularly look for helpers who are happy to be checked by Disclosure Scotland. We can arrange for these checks to be carried out through Education Services.

Emergency closure arrangements

The school will be opened on the times already outlined, but in very rare and exceptional circumstances the school may have to close at short notice, for example, severe weather, power failures or difficulties with fuel supplies. If we are affected by any of these circumstances, we will keep in touch by telephone and announcements in the press and on local radio.

It is particularly important that you provide us with the details of emergency contacts in case we have to close the school in the middle of a session.

Meals and Snacks

Most children attend nursery for half a day, therefore, meals are not generally provided.

However, some children do attend on a full day basis and in those circumstances a meal will be provided at the cost of £1.52 per day. The kitchen can cater for special dietary requirements. Please discuss any specific needs with the Head of Centre.

School Fund/Snack Fund

In our school, children are encouraged to decide for themselves when they would like to have their snack and we actively promote healthy eating by providing snacks that consist of fruit, a carbohydrate based snack eg toast, crackers and cheese and milk or water to drink. The costs of snacks are 26per session this is £1.30 per week for 5 sessions.

During their session in nursery school, children may participate in baking, cooking and the preparation of a variety of foods which they will be encouraged to taste so please let us know if your child is either allergic to particular foods or if some foods are forbidden for religious reasons. The school fund is made up of parents' weekly contributions and occasional fundraising activities. If we have no school fund then we will have no outings, shows or other performances and no baking or cooking activities so we ask for you to contribute £2 per week to this fund.

No Smoking Policy

The Council operates a no-smoking policy in its public buildings in accordance with current law. We do not allow smoking in this school or on the premises so please do not smoke in our front garden.

Pets

Pets should not normally visit the nursery school.

Dogs, even on leads, are not normally allowed on the premises for safety and hygiene reasons.

We do understand that your pet may be perfectly behaved but we have to take account of all potential risks to children and visitors.

Communication

Your child's staff member will tell you on a day to day basis about any significant events in your child's day, e.g. new achievements, accidents etc. Opportunities for formal and informal consultation are available throughout the year.

Your child's "Profile of learning" is available in the playroom for you to read with your child.

Newsletters deal with information that applies to everyone and are placed in your child's tray so please check her/his tray each day for newsletters while you are collecting her/his work.

The monitor screen in the reception area provides visual information about what we are doing in school as well as up to the minute information and reminders for example, about holidays, meetings and events

Please also check the notice boards in the cloakroom area for information about our current learning plans and children's achievements.

We are happy to answer any questions that you may have about your child, the school, how we work, why we do what we do. We would be disappointed if you felt that you could not ask us for information or help at any time.

Open Access to Information

Communication is a two way process and we have an open access policy entitling you to see any information we have about your child's progress and about how we spend the school fund.

Confidentiality

Information that you share with us will be kept confidential and only shared with your permission or if it affects a child protection issue.

Child Protection

All children are entitled to be safe and secure at home and in school and our informal and formal arrangements are designed to achieve this. All staff members undergo "Child Protection Training" each year. A fuller explanation of our Child Protection measures is on pages 10+11.

Whistleblowing

All City Council establishments conform to the Council Policy on Whistleblowing. This ensures that staff members are supported to report any instances of wrong doing by staff working in council establishments.

Child Protection

Introduction

There are statutory and legal obligations on all Education and Care Settings to actively promote and implement Child Protection procedures in respect of children below the age of 18. The Care Inspectorate, HMIE and Glasgow City Council all inspect these settings to ensure that this is done and that parents are aware of this. Buchlyvie Nursery School's aims and procedures reflect our commitment to Child Protection and to the welfare of our pupils in its widest sense. A full version of Glasgow City Council's Child Protection policy is available upon request. All staff members will now be registered with the Scottish Social Services Council or General Teaching Council as appropriate.

Learning Environment

Our physical environment and resources are clean, safe and child friendly and the security of our pupils is achieved through a door entry system. (Please ring the bell to enter if our janitor is not on duty). We aim to create an ethos in which children feel secure, their viewpoints are valued and staff members listen to them. Outdoor play is safe and secure and staff will apply sunscreen with your permission to protect your child's skin while playing outside.

Assessment of Learning Needs

Staff members assess your child's needs throughout each session and discuss the children's progress each day so that they can plan the next steps in their learning. From time to time, some children need a bit more support and we will talk to you about ways of providing that support if your child needs it.

Curriculum

The children are encouraged to be independent while developing an awareness of personal safety and they are supported to develop the self confidence and communication skills they need to express their preferences, needs, concerns or indeed, their delight at their achievements. Learning opportunities focusing on health promotion reinforce personal care and safety.

You can help by encouraging your child to wash hands before eating and after going to the toilet, by brushing her/his teeth and by pointing out hazards in the environment.

Attendance

Children learn best when they attend school every day, but we understand that young children often have minor illnesses so, if your child is ill you must keep her/him at home until s/he is better. **It is also essential that you contact us (by 10am/2pm) if your child is absent to let us know what is wrong and when s/he will be back.** This important Child Protection measure has been introduced to ensure that we do not need to be concerned that you may be the one who is ill and perhaps unable to look after yourself or your child. If we do not hear from you we may need to contact your emergency contacts to check that you are alright.

Support Services

A number of support services are able to provide additional support for pupils and their families. Buchlyvie Nursery School can call upon health services, psychological services, interpreting services, social services and other agencies to help provide the most effective assessment, intervention and resources for those who need it.

There is a statutory obligation on these agencies to co-operate in cases of suspected child abuse (see our policy book for a fuller explanation), but they additionally and more frequently offer a wide variety of specialist support to families. For example, we have offered placements to trainee educational psychologists who in turn have run parents' groups or staff training sessions for us.

Staff Training

Buchlyvie staff members have regular in-service training on Child Protection issues and are happy to discuss any worries that you might have about your child's welfare. These discussions will be confidential with extremely few obvious exceptions; e.g. if you or your child is in danger.

Parents

We aim to work with parents to build an understanding of our school's responsibility to ensure the welfare of all children and that this may occasionally involve other agencies. We do this by having an open, informal communication system, parents' meetings and parents' classes (staffing permitting). We have staff members who have special interests in communication and language development and in managing challenging behaviours and they are happy to talk with you about any concerns you may have in these areas.

Section Three: Medical Information

Medication

If your child is likely to need medication for any ongoing medical condition e.g. asthma, epilepsy, diabetes or emergency treatment for allergic reactions during her/his time at school, you should discuss her/his requirements with school staff. Prescribed drugs will be given at the discretion of the Head of Centre following appropriate staff training, and you will need to fill in a form that authorises nursery staff to administer the drugs to your child. **Please note we will not administer the 1st dose of any new medication in case of adverse reaction.** School staff will give you the necessary form to complete. Staff will always let you know if your child has needed any medication during the nursery session. Staff members do not normally administer anti-biotics. Children who are taking anti-biotic are usually ill and should not be at school.

If your child becomes ill

Please let us know if your child is not able to attend nursery on a particular day because she/he is ill. If a child becomes ill during the nursery session, we will do everything to make her/him comfortable. In the meantime we will try to contact you or your nominated emergency contact.

It is vital that you inform the nursery of any changes to your contact numbers or addresses.

If your child becomes seriously ill or has a serious accident we will do everything we can to reach you or your emergency contacts immediately but if your child requires immediate medical attention she/ he will be taken to the Royal Infirmary casualty department accompanied by a staff member who will wait until you arrive.

Please be assured that serious events are very rare indeed.

Minor accidents and upsets

If your child has a minor accident in the nursery, basic first aid will be administered by a member of staff and you will be informed of this when you come to collecting her/him unless she/he is very upset and needs you to come immediately.

Staff members qualified in first aid is Mrs.Forrester.

The location of First Aid Kits is identified by a white cross on a green background.

Routine Health Screening

If you are anxious about your child's health or development speak to a member of staff who will be able to advise you or arrange an appointment with a school medical officer for you. Routine dental and vision screening is carried out in nursery. You will be informed before the school dentist visits

Section Four: The Nursery Curriculum

Our Curriculum

Our curriculum is based on national guidelines “A Curriculum for Excellence”.

A Curriculum for Excellence establishes clear values, purposes and principles for education from 3 to 18 in Scotland. It sets out to enable children and young people to develop their capacities as successful learners, confident individuals, responsible citizens and effective contributors. It provides us with an important opportunity to improve early education for all children: we have an opportunity to ensure that all children experience stimulating, effective learning in ways that are appropriate to their needs.

Planning for children’s learning

Planning involves three distinct stages that systematically ensure that our curriculum principles of breadth, balance, progression, continuity, personalisation, coherence and choice are addressed.

Long term planning is concerned with children’s entitlement to a broad and balanced curriculum. This is achieved through the appropriate allocation of time to the teaching; learning and assessment of the curriculum.

Medium term planning addresses continuity and progression. At this stage the curriculum is most effectively organised and coherently delivered by linking different key aspects within the same learning experiences

Short term planning is concerned with responsiveness, personalisation, choice, and differentiation and planning for the needs of individual children. It provides the detail of appropriate experiences, activities, resources, groupings and teaching strategies that are identified through ongoing observation and assessment of children in action.

Assessment and Reporting

In the nursery school we will always be gathering information about your child’s progress that will assist us in the planning of the next stage in her/his learning. We do this by a range of informal and formal means e.g. observation, photography, samples of your child’s work, information from home.

Our ongoing observations about your child inform her/his “Profile” and transition record. You will receive these just before your child leaves for primary school. The Profile folder containing examples of work demonstrating her/his progress and achievements is also available in the playroom so that your child can show you what s/he is learning in nursery school.

Staff members are happy to report informally on routine progress on a day-to-day basis and we will discuss any emerging concerns we have with you immediately.

Supporting children

Some children may benefit from a more focussed assessment conducted by staff members and/or other professionals, for example Speech and Language Therapist or Educational Psychologist. Early involvement of these professionals can ensure that potential difficulties that are addressed in nursery school have less or even no impact on a child’s primary school experience. The involvement of any other professional will only be arranged at your request or with your approval.

Some children need a wellbeing plan to ensure that their developmental needs are met. If your child needs an this, the Head of Centre will arrange to meet with you and any relevant professionals to develop the priorities to be addressed. The Head of Centre and all staff members are happy to spend time with you to share with you any ideas for improving our work with your child.

The Named Person

GIRFEC stands for 'Getting It Right for Every Child'. Part of The Children and Young People Act (Scotland) 2014, it is the Scottish Government-led approach to making sure that our children and young people – and their parents or carers – can get all the help and support they need from birth right through to age 18 (or beyond if still in school).

The vast majority of Scotland's children and young people get the love and support they need from within their families and their wider, local communities. But even the most loving and caring families can sometimes need extra support. The GIRFEC approach aims to make it as easy as possible for any child or young person (and their parents) to get that help or support if they need it.

To provide that support when needed, every child in Scotland has a named individual, the Named Person, as a single point of contact. This Named Person has a responsibility to provide help and support when asked and can draw together other services if needed, co-ordinating help for the child or parents. Please do not hesitate to contact your child's Named Person at any time.

The Named Person for all children from birth till age five, when they start primary school, is the Health Visitor.

Section Five: Partnership with Parents

Working together to promote positive behaviour

We will work with you to support your child as s/he grows and develops. We encourage children to develop good relationships, play together, to treat one another with respect and to be helpful to one another and to adults. We support children to develop confidence, show initiative and to be responsible for their actions. We encourage them to look after themselves and the environment.

We actively discourage negative behaviours such as biting, hitting, bullying, use of inappropriate language, throwing sand, and running in the confines of the playroom. Children involved in these activities are immediately distracted, given an explanation that we don't do this in our nursery/to our friends and encouraged to become involved in other activities. Isolated incidents of unacceptable behaviour are fairly common until children get to know what is expected of them. Only behavioural problems that persist or are seen to be a danger to themselves or other children will be brought to the attention of a parent. All children need time to settle into new situations.

Working together to promote learning

Children learn at home and at school and it makes good sense if we work together to promote their learning. You can help each day by talking to your child about all the things you see on the way to school, by helping her/him select her/his name badge from the badge tray in the cloakroom, by reading books and signs to her/him. Significant events in your child's week could provide a rich source of interest and motivation so please tell staff members about them.

We welcome parents in the playroom and if you have any special skills to offer, please do not hesitate to volunteer.

Information on parent activities.

There is limited space in the school for all the activities which we would like to offer but arrangements can be made to accommodate parent interest groups throughout the term.

We provide a variety of activities for parents and their friends in and around the school. Parents are particularly welcome to join the Eco Committee and other focus groups. Further information on activities will be available through newsletters and the notice board in the cloakroom.

Fundraising

Fund raising is carried out as necessary – by sponsored obstacle courses, book fairs, or other means. Parents sometimes undertake sponsorships or organize evenings for school funds. How the money is spent largely depends on what is needed at the time by way of equipment for the school, for presents at Christmas, Easter eggs, packs for children leaving us to go to primary school and our outings. Occasionally entertainers are invited as a special treat for the children, all of these, including our day to day baking, birthday presents and cards and all the other financial demands have to be met from the school fund donations from parents. The school fund depends on parents' weekly donations. We could not operate to the same high standards without it. Your contributions are banked each week and the books and receipts are always available for inspection. The school fund is audited annually according to the Council's financial regulations.

Section Six: The Wider Community

The school and the community

The nursery is located in Easterhouse. The area immediately surrounding the nursery school is undergoing considerable change and renewal. Glasgow City Council, in conjunction with Scottish Homes is pursuing an extensive programme of refurbishment and improvement and as a result there has been demolition of parts of a number of streets in preparation for new building and regeneration of the area.

The private housing sector is also very much in evidence through the growth and development of South Rogerfield, an area only five minutes walk from the nursery and also the expansion of housing estates in the Swinton area, a ten minute walk away.

Services within the community

The Shandwick shopping centre, the Fort retail park, "The Bridge" housing a library, theatre and training facilities, health centre, sports centre, John Wheatley College, Blairtummock Park, the Pavilion youth café and the Westwood Business Centre all serve the area around the nursery. Most children and their parents will walk to the nursery school, while those living slightly further away use public transport or their own vehicles. Families coming to the school by car can use the Pavilion or church car parks as a dropping off points. Please try to avoid parking on the street for the safety of children crossing and be aware that you may be committing an offence if you double park at the bays on the street across from the nursery school

Links with primary schools

Children normally go to the primary school of your choice between four and half and five and a half years. Information about early entry to primary school or placing requests for schools out with the official catchment area can be provided by the nursery school on request. Before the children leave nursery school, the local primary schools make their own special pre-entrant arrangements with parents and will contact you directly or through the nursery regarding this.

We do have strong links with the primary schools in the Lochend and St Andrews Learning Communities for example Oakwood, St Benedict's, Swinton, Garrowhill, St Bridget's, Aultmore Park.

Section Seven: Other Information

Privacy Statement for Inclusion in School Handbooks/Websites

As a local authority our schools and early year's establishments process information about children and young people in order to provide education and care. In doing so we must comply with the Data Protection Act (1998). This means, amongst other things that the data held about children and young people must only be used for specific purposes.

However, you should be aware that we may use this information for other legitimate purposes and may share this information where necessary with other public bodies or where otherwise required by law. We may also use any information for research purposes. However, all personal data is treated as confidential and used only in accordance with the Data Protection Act and the Information Use and Privacy Policy approved by the City Council.

For further information please see our full privacy statement at www.glasgow.gov.uk/index.aspx?articleid=2895.

Suggestions and complaints

We are always anxious to maintain and improve our service. If you have any suggestions to make about the service, please contact the Head Teacher in the first instance. Similarly, if you have a complaint about any aspect of the service you should contact the Head of Centre in the first instance.

What is a complaint?

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Buchlyvie Nursery School uses Glasgow City Council Corporate Complaints system.

These procedures are outlined as below:

It is easier for us to resolve complaints if you make them quickly and directly to a member of the Management Team Michelle McLernon Head of Centre and Evelyn Watson – Team Leader. We will endeavour to resolve any problems on the spot.

We would prefer that you do not discuss complaints with staff members who work directly with your children.

We will aim to respond satisfactory to complaints at the first point. If you would like to make a complaint but do not wish to make it formal this will be classed as an informal complaint.

If you are not happy with the initial response or the complaint is received initially in writing it will be regarded as a formal complaint and our establishment will follow the Councils' process as follows:

Stage 1. Frontline Resolution

If you wish to make a formal complaint you will be able to make a complaint regarding our Service,

- ☺ in person,
- ☺ in writing, or by completing the corporate leaflet
- ☺ by telephone, or
- ☺ by e-mail, to Glasgow City Council- information of this is included in the complaints form. e.g. as a direct e-mail to DRS and online via 'Contact Us' on the website.

We aim to resolve complaints quickly and close to where we provided the service. This could mean an on- the spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem.

You will be given our decision at stage one, in five working days or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to stage two. You may choose to do this immediately or sometime after you get our initial decision.

Stage Two Investigation.

Stage two deals with two types of complaints: those that have not been resolved at Stage one and those that are complex and required a detailed investigation.

When Using Stage two we will:

- Acknowledge receipt of your complaint within three working days.
- Discuss your complaint with you to understand why you remain dissatisfied and what outcomes you are looking.
- Give you a full response to the complaint as soon as possible and within 20 working days.

If the investigation will take longer than 20 working days, we will tell you. We will agree revised time limits with you and a full response provided in a further 10 working days, unless another timescale has been agreed with the complainant. No acknowledgement is required if a full response is issued within 5 working days.

If you are still unhappy with the response The Management Team in nursery has given. A senior from the management Team in the Chief Executive Department may be appointed to look into the matter for you.

If the Head of Centre is not able to solve any problem you may have, please contact-
Customer Liaison Officer
Education Services
Glasgow City Council
Wheatley House
25 Cochrane Street
Glasgow G1 1HL
Tel: 0141 287 5384

Glasgow City Council
Freepost RLYU-GKGE-JGLJ
Chief Executives office
G2 9RZ

0141 287 0900
Fax 287 4575
Online Website: www.glasgow.gov.uk/ContactUs

Care Inspectorate
4th Floor
1 Smithhills Street
Paisley
PA1 1EB
New phone number Telephone: 0141 0345 600 9527 or e-mail; enquires@careinspectorate.com

If for whatever reason you would prefer not to take this particular route to having your concerns addressed, you may go directly to:

SPSO
Freepost EH641
Edinburgh
EH3 0BR.
Or you can phone them on
0800 377 7330
or visit
www.spsos.org.uk
The sPsO will not normally investigate if you
have known about the problem for more than
12 months before complaining

We can arrange interpreters to help you with discussions you have with us and we have one staff member who can communicate in British Sign Language

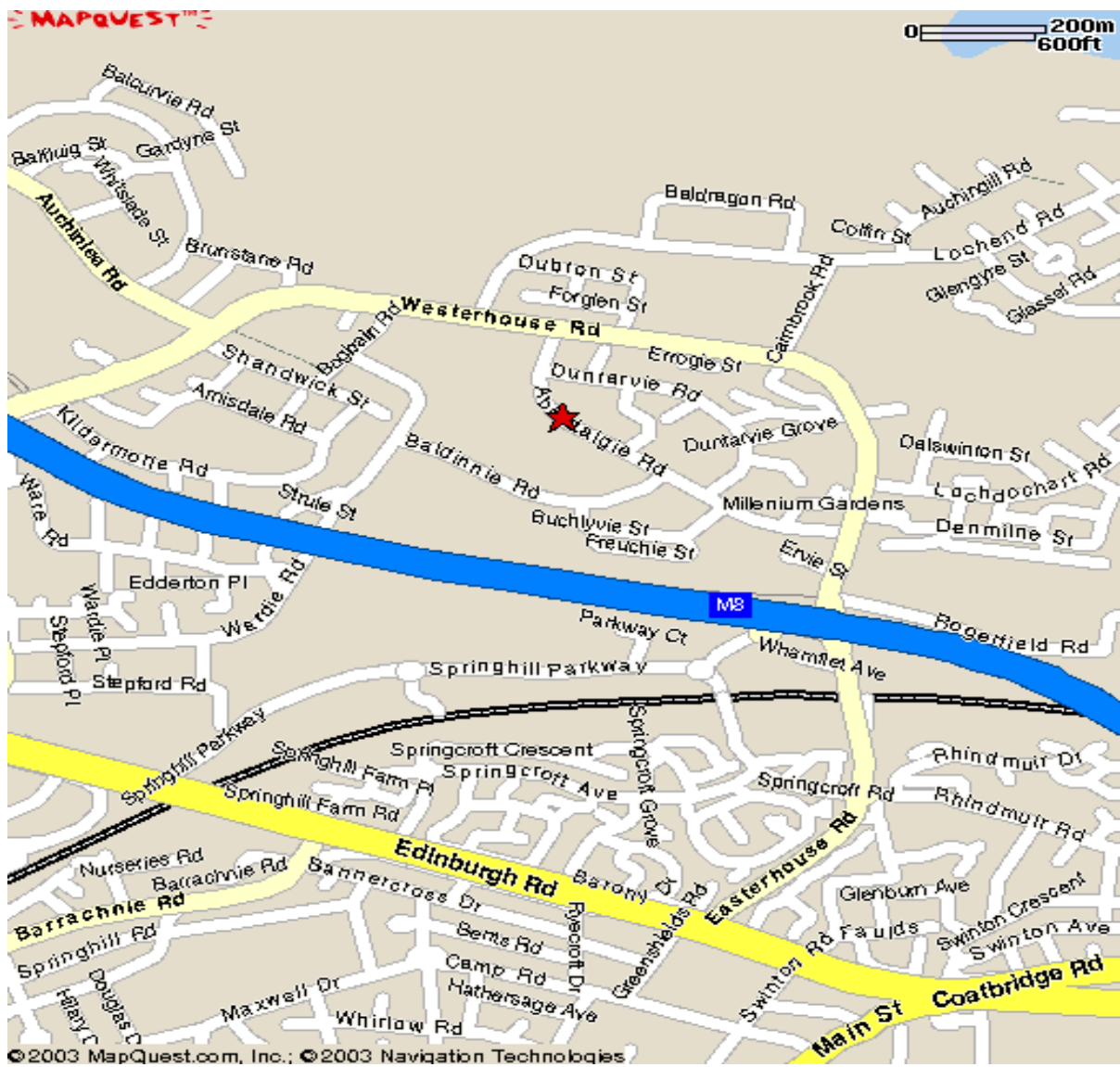
School Policies

Our policies are constantly under review and a copy of the full range of policies is available in the reception area or from the Head of Centre.

Please Note

Although the information in this handbook is correct at the time of printing there could be changes affecting any of the matters dealt with in it, either before your child's placement begins or during the course of their placement. The head of the establishment will tell you of any important changes to the information.

School Location



Buchlyvie Nursery School

