

Sandy Road Day Nursery Handbook



Sandy Road Day Nursery

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Glasgow G11 6HU

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Head of Centre: Lynda Hartness

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Welcome

Dear Parent/Carer,

I would like to extend a very warm welcome to you and your child to Sandy Road Day Nursery.

I hope this handbook provides you with all the information you require.

If you have any queries, please do not hesitate to get in touch.

Kind regards

Lynda Hartness
Head of Centre



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Sandy Road Day Nursery Vision, Values and Aims 2024

Practitioners and family's Vision at Sandy Road Day Nursery is to provide families with a **safe and nurturing environment** through **respect and trust**.

Our **shared values** are:

To **Be Inclusive** - everyone who attends or visits our nursery will feel welcome and included.

To **Show Respect** - everyone who attends or visits our nursery will be valued and respected as an individual.

To **Provide Opportunities** - everyone who attends or visits our nursery will have a variety of opportunities to build on their individual prior knowledge.

Our **Aim** is to **promote learning** for all, using **play experiences, safe spaces and interactions** to support **routine, fun and curiosity**.

We want our children to become **Successful Learners, Confident Individuals, Responsible Citizens, Effective Contributors**.

Sandy Road Day Nursery (2022)

Covid-19

We are following Glasgow City Council's Recovery, Resilience and Reconnection Policy and taking all recommended precautions. We will update our staff, parents/carers, and others with a vested interest in our establishment if/when the situation evolves.

If your child is unwell please do not bring them to nursery.

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Please ask the Head of Centre if you require any more information.

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Staff Members

All Staff are fully qualified and registered according to Glasgow City Council policy and procedures.

Management Team

Head of Centre	Lynda Hartness	FT/52w
Team Leader	Angela Meechan	FT/52w
Lead Practitioner Attainment	Jodi Limerick	FT/52w

Child Development Officers (CDO)

Name	Work pattern	Name	Work Pattern
Pauline O'Donnell	FT/TT	Angela Polk	FT/52w
Paula McArdle	PT/52w	Donna Wilson	PT/52w
Vanderlea McEwan	PT/TT	Wilma Smith	PT/52w
Carol Edelsten	FT/52w	Dawn Primrose	FT/52w
Kelly Higgins	FT/52w	Nicole McNeill	FT/52w
Abbie Fearon	FT/52w	Stefanie Wilson	FT/TT
LeeAnne Humphrey	PT/TT	Rachael Fairhurst	FT/52w temp
Amy Geddes	FT/52w temp	Lesley Ross	FT/52w temp

Support for Learning Workers

Nicola McLaughlin	PT/52w	Julie Buchanan	PT/52w
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Support Staff

Clerical Assistant	Gillian Hamilton	FT/52w
Janitor	Annemarie Lawson	PT/52w
Catering Assistant	Shirley Murphy	PT/52w
Catering Assistant	Ann Donnelly	PT/52w
Catering Assistant	Phyllis Ross	PT/52w
Day Cleaner	Mary Boyle	PT/52w
Domestic Cleaner	Sandy Campbelton	PT/52w

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FT = Full time

PT = Part time

TT = Term Time

52w = 52 weeks

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Holidays/In-Service Days for Children on Term-Time Contracts
(39 weeks)

Proposed holidays subject to change.

Holidays Dates 2023-2024

In service Days	Mon 14 th & Tues 15 th August Children return Wed 16 th August 2023
September weekend	Fri 22 nd Sep & Mon 25 th Sept 2023
In service Day	Fri 13 th Oct 2023
October Holiday	Mon 16 th to Fri 20 th October 2023
Christmas Holiday	Mon 25 th Dec 2023 to Fri 5 th Jan 2024 (school closes 2.30pm Fri 22 nd Dec) Children return Mon 8 th Jan 2024
Mid-term Holiday	Mon 12 th to Tues 13 th Feb 2024
In service Day	Wed 14 th February 2024
Spring Holiday	Fri 29 th Mar to Fri 12 th Apr 2024 (close 2.30pm Thurs 28 th March) Children return Mon 15 th April 2024
In Service Day	Thurs 2 nd May 2024
May Day	Mon 6 th May 2024
May Holiday	Friday 24 th & Mon 27 th May 2024
School Finishes	Fri 26 th June 2024 (schools close 1pm)

**Holidays/In-Service Days for Children on
52-week contracts**

Proposed holidays subject to change.

Holidays Dates 2023-2024

In Service Day	Mon 14 th & Tues 15 th August Children return Wed 16 th August 2023
September weekend	Fri 22 nd Sep & Mon 25 th Sept 2023
In service Day	Fri 13 th Oct 2023
Christmas Holiday	Fri 22 nd Dec 2023 to Tues 2 nd Jan 2024 Children return Wed 3 rd Jan 2024
In service Day	Wed 14 th February 2024
Easter Weekend	Fri 29 th Mar till Mon 1 st April 2024
In Service Day	Thurs 2 nd May 2024
May Day	Mon 6 th May 2024
May Holiday	Friday 24 th & Mon 27 th May 2024
Fair Monday	Mon 15 th July 2024

Provision

We are a 52-week nursery, providing Early Learning and Childcare for children aged 0 to school age. Operational hours between 8am-5.45pm, with those eligible accessing 1140 hours.

We have three playrooms:

Room	Capacity	Staff	Ratios
Cosy Corner Aged 0-2 years	6 Babies/toddlers At and one time	2 CDO's	3 babies: 1 CDO
Sunshine Room Aged 2-3 years	12 Toddlers At any one time	3 CDO's 1 SFLW	4 toddlers: 1 CDO
Rainbow Room Aged 3-5 years	30 Children At any one time	5 CDO's 1 SFLW	8 children: 1 CDO

All our children and families are supervised and supported to manage transitions in line with the child's stage of development.

The Application Process



To start the nursery application process, please collect the application form from the nursery office. Further information regarding which documents you need to provide will be explained to you.

You should indicate three nurseries you would consider in order of preference. Then return the completed application form and the relevant documents to your first-choice nursery.

Please note you the maximum applications you can submit within Glasgow City Council is one application, with the three establishments for consideration.

Register of Applications

We will keep a register of all applications we receive. All information given in the application form will be considered by the Admissions Panel.

The length of time a child's name is on the application register does not determine the allocation of a place.

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If your circumstances change in any way we ask you to inform us should they affect your application.

There is a high demand for places and there is no guarantee of a place becoming available for your child.

Please ensure that you have requested a second and third choice of nursery on your application form.

Admissions Policy

All Early Learning and Childcare places are allocated in line with Glasgow City Council's Entry to all Early Years Establishments Policy.

Places are allocated at local Area Admissions Panels which meet on a regular basis.

The Panel consists of Heads of Centres and representatives from Early Years Support Team.

Early Years Charging

Glasgow City Council sets the nursery session charges and meals/snack charges and these may be subject to change.

Charges vary according to circumstances.

Payments are made direct to Glasgow City Council, through a variety of methods. Parents/carers are required to complete a contract with Glasgow City Council.

All 3-year old to school age children, and some 2-year olds are entitled to a government funded place. Government funded entitlement is 1140 hours per year from August 2020. More information on admissions and charging is available on request.

Enrolment Procedures

On being allocated a nursery place for your child a visit to nursery would follow.

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Time at nursery is gradually built up as the child begins to settle. Each child is an individual and the time it takes to settle varies greatly according to their needs.

During this time, we ask for the patience and understanding of the parent/carer. This ensures a secure and happy child as the transition from home to nursery is very important for all concerned.

General Data Protection Regulation - Our Responsibilities

The General Data Protection Regulation (GDPR) is an EU law that came into effect on 25 May 2018.

It replaced the Data Protection Act 1998 and the changes remain in place even after the UK left the EU in 2019.

GDPR regulates the way we handle and process your personal information and gives individuals greater control over their own personal data.

For more information on what our obligations are as a Glasgow City Council Nursery please go to www.glasgow.gov.uk/privacy.



Child Protection and Safe Guarding Policy

"Management Circular 57" is our Glasgow City Council policy on Child Protection and Safe Guarding.

In our nursery the Head of Centre Lynda Hartess is the Child Protection and Safe Guarding Co-ordinator, and all staff are aware of the procedures involved.

This policy and our practice are reviewed on an annual basis to ensure all staff are familiar with current guidelines and responsibilities concerning child protection and procedures.

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To protect and safeguard all our children and families/carers we liaise regularly and have a multi-agency approach with Social Work, Health Visitors, Speech and language Therapists, Child Psychologists etc.

If you have any child protection or safe guarding concerns, in the first instance you should share the concern with Lynda Hartness (Head of Centre), or if unavailable Angela Meechan (team leader) or if unavailable Jodi Limerick (lead practitioner for attainment)

Our Child Protection Coordinator is Lynda Hartness.

Language and Communication Friendly Establishment 2019

Glasgow City Council and NHS Greater Glasgow and Clyde launched The Language and Communication Friendly Establishment as a joint initiative to develop the capacity for all educational establishments to support and develop the language and communication skills of all children.

Sandy Road Day Nursery is an accredited Language and Communication Friendly Establishment. This status was achieved through self-evaluation and a supportive assessment process. The process provided a multi-agency endorsement of our establishments capacity to support the development of all our children's communication skills. We continue to meet the criteria to maintain this accreditation.

Arrival and Collection of Children

A responsible adult should escort your child **TO** and **FROM** nursery. If you need to make alternative arrangements for the drop off/pick up of your child it is important you **inform the nursery staff**. This avoids difficult situations when a child cannot be allowed to leave the nursery with an adult who is a stranger to staff.

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Timekeeping

Your child will be given set hours at nursery and it is **extremely important** you keep to these hours. It is important that your child is not continually late for their session as the staff work with your child to plan and carryout experiences, and if you are late at collection time it has a negative impact on the running of the service.

If your child is unable to attend at the arranged time please notify the nursery e.g. doctor/dentist appointments. If your child is ill please inform the nursery describing the child's symptoms. Your help is greatly appreciated as we aim to offer you and your child a rewarding nursery experience.

Keeping in Touch



If the child in your care attends the nursery you will be asked to provide names, addresses and telephone numbers of two people for use in an emergency. Please keep this information up to date. In order that the nursery can pass on emergency information to you it is vital you inform staff of any changes as to where and how you can be contacted. This may have to be done on a daily basis.

The nursery will open during the times already outlined, but on some occasions unforeseen circumstances may arise causing the nursery to close e.g. severe weather, power failure or difficulties out with our control.

If this happens we will do all we can to contact you regarding the opening and closing of the nursery.

Facebook

We have a Sandy Road Day Nursery closed Facebook Group. Parents/carers will be asked for their consent before any photos of their child are used on this site.

For further information please see Angela Meechan.

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We have a nursery twitter account that helps us keep links with the local community. Like Facebook, parents/carers consent will be required before children's photos are used on Twitter

Groupcall Xpressions App

This app is completely free of charge to you and can be installed on your mobile phone or tablet. Using this free app, we can ensure we have effective communication between nursery and parents/carers. Additionally, if you have children in multiple schools you will be able to view information on multiple children within the same app.

Please talk to Gillian Hamilton, our Clerical Assistant for further information

Meals and Snacks

The children are provided with a healthy and varied menu for lunch and a selection of toast/sandwiches and fruit for snack and these are planned and prepared by qualified staff. Each day's lunch menu is displayed on a menu board situated in the hall.

We provide a variety of foods to cater for all dietary and cultural requirements.

Please **do not** bring food and drink in to the nursey, as we have children and staff with food intolerances and allergies. It is important we all do what we can to keep everyone safe.



Toy Fund and Fundraising

We have a red bucket in the hallway, and you are invited to voluntarily contribute 50p per week. All donations are used to purchase items such as a book for each child's birthday, ingredients for playdough and other resources for the children.

We aim to organise one main fundraiser per year, this usually takes place in November and funds collected are then used for children's Christmas gifts and throughout the year for other relevant items. The organised event involves children, parents/carers, families and staff.

If you have any suggestions or comments we would be happy to hear them.

Effective Practice

In line with all other Glasgow City Council educational establishments, Early Years centres are implementing Curriculum for Excellence for children aged 3-5 years. If you are interested in accessing this document please visit this site <http://www.ltscotland.org.uk/understandingthecurriculum/whatiscurriculumforexcellence/index.asp>

Children under 3 years of age are supported by Realising the Ambition: Being Me document and also Five to Thrive Guidelines.

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We provide a child led programme that covers the aspects of the Curriculum for Excellence and Realising the Ambition: Being Me document to meet the individual needs of all the children who attend nursery.

Each of our three age groups has a programme of learning based on staff observations, these are discussed during our regular health and wellbeing and planning meetings. This ensures that the individual child is being offered a complete and varied curriculum.

Suitable equipment and experiences will be provided to aid the child to play independently or in a group. Opportunities to experiment and to broaden learning will be offered on a daily basis.



Your Child's Learning Journey

Every child has a personal Learning Journey Profile. These are folders, stored outside your child's playroom, they contain examples of your child's time in nursery with opportunities for you to record your views.

Experiences Offered

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All staff deliver experiences based on observation using the following guidelines and documentation: -

How Good is our Early Learning Childcare?
Curriculum for Excellence
Realising the ambition: being me
Five to Thrive
G.I.R.F.E.C
Nurturing my Potential
The Language and Communication Friendly Establishment

Our staff use the guidance to support each child's communication and language, confidence, creativity and curiosity, movement and coordination, and self and social development with the following three themes:

- Wellbeing
- Movement and coordination
- Confidence, Creativity and Curiosity

Whilst considering interactions, experiences and spaces, we provide a stimulating environment for our babies and young children

Our staff team use information shared by their carer/parent, and their observations of our children to support each child's learning and development.

Keyworkers consult with the children helping them to support each individual child through their own learning journey. The aim of Curriculum for Excellence is that it will support education to improve learning and teaching, raise standards and enhance the life chances of our children and young people in Scotland.

School Improvement Plan

All Glasgow City Council establishments have a School Improvement Plan in place. This provides opportunities for prioritising areas for improvement or further development. This year our focus areas are:

- Leadership of management and practitioners

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- Partnerships
- Ensuring wellbeing

Transitions

At Sandy Road Day Nursery, we understand the importance of positive transitions for our babies, children and their families/carers.

The five 'C's that contribute to a positive transition are:

Consistency
Communication Child Centred Collaboration
Culture

Burns, 2019

We have a transition policy that supports our babies, children, families/carers and staff team during periods of transition.

School Enrolment

Nursery staff will advise you of the online system to enrol your child for Primary School when it is required.

Community Links

The nursery works closely with other nurseries, schools and agencies in the area. We are happy to encourage community involvement. We are members of the community garden at the Riverside Centre and children and parents are encouraged to get regular hands-on experience in the garden.

Through invitation we welcome members of the community to bring their skills and knowledge to enhance the experience of the children.

This includes students in childcare and nursing who we encourage to develop their practice in our nursery.

Non-Denominational Nursery

Sandy Road is non-denominational. We welcome and respect children and families of all religions, faiths, cultures and beliefs. We work with all.

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Equal Opportunities

Glasgow City Council is an Equal Opportunities Authority. It is our policy to ensure a positive, tolerant and non-discriminatory ethos to all children and adults

Information on Parental Help

We hope that as parent/carer of children attending Sandy Road you will visit often and take part in nursery life, sharing your skills and abilities, (helping in the garden, painting, woodwork, baking etc) would be greatly appreciated.

Parents are encouraged to take part in our 'Stay and Play' sessions, spending some time in the rooms with the children, reading stories or joining in activities.

As well as Parents/Carers evenings you are welcome at any time to discuss any issues arising concerning you and your child.

Regular newsletters will be sent out to keep you informed of all that is happening in and concerning the nursery.

Unwell Children

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If your child becomes unwell at nursery we will contact you to:

- Make an appointment with the doctor
- Collect your child depending on symptoms

Please talk to a member of the management team/First Aider (Angela Meechan) if your child has been prescribed any medication.

If your child is unwell at home please for your child's sake and the sake of other children do not bring them to nursery until they are fit.

If your child has had sickness or diarrhoea, it is Health Protection Scotland (Infection Prevention and Control in Day Childcare Settings) Guidance to allow 48 hours after the symptoms disappear before returning to nursery.

In the event of an accident, first aid will be given, and should the need arise; your child will be taken to the accident and emergency unit at The Queen Elizabeth University Hospital, you will be contacted immediately and asked to meet your child and a staff member there.

In every Glasgow City Council workplace there is: -

- A Registered First Aider
- A Named First Aider
- Here at Sandy Road Day Nursery this person is Angela Meechan.

If your child requires medication during nursery hours you should discuss this requirement with the Head of Centre. Only prescribed Medication will be given following the guidelines of SCSWIS (Social Care and Social Work Improvement Scotland). You will be asked to fill out a Medicine Administration Form which authorises nursery staff to administer the medicine to your child.

If your child suffers from Asthma please remember to inform us of any activity that may trigger an attack.

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Duty of Candour Statement

Dear Service Users

The Duty of Candour is a statutory (legal) duty to be honest with all service users and their families when something goes wrong that appears to have caused, or could lead to significant harm in the future.

This means that the staff and management in nursery must:

- Tell the parent (or carer) of a child when something has gone wrong
- Apologise to the parent (or carer)
- Offer an appropriate remedy or support to put matters right (if possible); and
- Explain fully to the parent (or carer) the short and long term effects of what has happened.

Sandy Road Day Nursery has a duty to provide an annual Duty of Candour statement.

Sandy Road Day Nursery currently has no significant events to report.

The management team has a commitment to undertake Duty of Candour training, and raise awareness of this legislation within the entire team.

If you require any further information regarding the Duty of Candour legislation, please speak to a member of the management team.

Kind regards

Lynda Hartness (Head of Centre)

Angela Meechan (Team Leader)

Jodi Limerick (Lead Practitioner for Attainment)

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Customer Complaints Procedure

At Sandy Road Day Nursery we are always seeking to maintain and improve our service therefore if you have any comments or complaints to make about the service we are providing, it is advisable in the first instance to contact the Head of Centre (Lynda Hartness). If you feel a complaint has not been satisfactorily resolved then you may contact,

Douglas Hutchison, Executive Director Education Services
City Chambers
Glasgow G2 1DU

You can also contact Care Inspectorate with any concerns at the following address: -

Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY
Telephone Number 0845 600 9527

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Glasgow City Council Education Services

Privacy statement for an Application for an Early Learning and Childcare Place

Privacy statement for Enrolment and Charging for an Early Learning and Childcare Place

Privacy statement for Consent for Photography/Videos

Who we are:

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email at: dataprotection@glasgow.gov.uk, and by telephone on 0141 287 1055.

Why do we need your personal information and what do we do with it? – Application

You are giving us your personal information to allow us to assess your application for a place for your child in an Early Learning setting within Glasgow City Council. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Why do we need your personal information and what do we do with it? - Enrolment and Charging

You are giving us your personal information to allow us to enrol your child in an Early Learning and Childcare setting, to process charging where applicable and collect it. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Why do we need your personal information and what do we do with it? - Photographs & Videos

You are giving us your personal information to allow us to take and use images for educational purposes. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website at www.glasgow.gov.uk/privacy. Processing your personal information is necessary for the performance of a task carried out in the public interest by the council. If you do not provide us with the information we have asked for then we will not be able to provide this service to you

We may also need to process more sensitive personal information about you in order to protect your vital interests/the vital interests of others in circumstances where we will not be able to seek your consent.

Who do we share your information with?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes. We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement

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bodies where this is necessary and appropriate. Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

We will also share information with health and wellbeing services and may share information with other external agencies and organisations who provide or assist with educational provision and with online payment solution providers.

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases, it is based on the business need. We will keep your personal information until your child transitions to primary school or leaves the service. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at www.glasgow.gov.uk/rrds or you can request a hard copy from the contact address stated above.

Your rights under data protection law:

- **access to your information** – you have the right to request a copy of the personal information that we hold about you.
- **correcting your information** – we want to make sure that your personal information is accurate, complete and up to date. Therefore, you may ask us to correct any personal information about you that you believe does not meet these standards.
- **Deletion of your information** – you have the right to ask us to delete personal information about you where:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained
 - II. you have a genuine objection to our use of your personal information – see *Objecting to how we may use your information* below
 - III. our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to contact those people in the event of an emergency. If they want any more information on how we will use their information they can visit our web site at www.glasgow.gov.uk/privacy or email dataprotection@glasgow.gov.uk.

Complaints:

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We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email at dataprotection@glasgow.gov.uk or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at www.glasgow.gov.uk/complaints

More information:

For more details on how we process your personal information visit www.glasgow.gov.uk/privacy

If you do not have access to the internet you can contact us via telephone to request hard copies of our documents.

