***Bridgeton Family Learning Centre***





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Bridgeton Family Learning Centre

106 Orr St

Bridgeton

G40 2QF

Tel No. 0141 554 3719

E Mail: headteacher@bridgeton-nursery.glasgow.sch.uk







Dear Parents/Carers,

The staff and I wish you a very warm welcome to Bridgeton Family Learning Centre.

This handbook is to let you know what takes place within our nursery. If you have any questions please feel free to ask any member of staff.

Bridgeton Family Learning Centre was built in 1950 and extended and refurbished in 2005. The family learning centre is registered for 98 children at any one session. The nursery is equipped into 4 main playrooms. It provides childcare from six weeks to age 1 in the rosebud’s room. 1-2 years old in the bluebells, 2-3 years old in the dandies room and the 3-5 year olds in the sunflower room this is based upstairs.

Parents and carers are invited to play an active role in this very important stage of your child’s development.  We aim to keep you up to date with the life and work of the Centre through regular newsletters, information leaflets, regular chats, parents meetings, private Facebook page and notice boards.

I hope you will participate in your child’s journey at our nursery and enjoy the time spent here at Bridgeton Family Learning Centre.

Agnes Mackie

Head of Centre

**NAMES AND JOB TITLES OF OUR STAFF MEMBERS**

**Job Title Staff**

Head of Centre Agnes Mackie

Depute of Centre Patricia O’Connor

Team Leader Karen Paterson

Acting Team Leader Natalie Jolly

Lead Practitioner of Attainment Claire Walker

Child Development Officers Cheree Boyle

 Anne Cook

 Lindsey Duncan

 Lavinia Cameron

 Nicole Luo

 Briege Lynch

 Jodie Martin

 Christina Morrison

 Corrine McGlynn

 Lindsay McGowan

 Catriona McGrath

 Kirsty McGeachy

 Gabriele Smith

 Sharon Quinn

 Jade Reilly

 Kimberley Stewart

 Tracy Stevenson

 Kirsty Winters

 Amanda Welsh

 Suzanne Graham

 Sarah McLaughlin

 Emma Louise Gillin

 Daniel Jones

 Siobhan Williams

 Yvonne Campbell

 Danielle McGlynn

Support for Learning Catriona Deakin

 Charlene Reay

 Aimee Ferguson

Modern Apprentices Amna Javed

 Lorna McInnes

Clerical Sharon Stewart

Janitor Alex Talbot

Cleaning Supervisor Marie McKay

Domestic Assistant Mandy Finlay Monica Anderson

Catering staff Brenda McCafferty

 Samantha McAdam

 Mary Blair

***“In our establishment we aim to offer the highest quality service”***

**VISION, VALUES & AIMS**

 **At Bridgeton Family Learning nursery children are encouraged to become:**

* Successful Learners
* Confident Individuals
* Responsible Citizens
* Effective Contributors

**(Curriculum for Excellence, Scottish Executive 2004)**

At Bridgeton Family Learning Centre we provide a nurturing, warm, caring environment where children will feel safe, loved and respected. Children are encouraged to participate in a stimulating learning environment which supports their individual needs and enabling them to reach their full potential.  Children are supported by knowledgeable, caring and skilled staff to promote attainment and celebrate achievements.

**Aims**

* To provide a safe stimulating environment, both indoors and outdoors.
* To promote health and wellbeing through a healthy balanced diet and a wide range of opportunities for children to enjoy exercise and physical activity.
* To implement Curriculum for Excellence throughout our curricular areas for children aged three to five years and Pre-birth – 3 guidelines for our children under three years.
* Learning opportunities match all individual children’s needs.
* To nurture and empower each child, respecting their individuality, building their self-esteem, valuing and celebrating their individual achievements and success.
* Equality and fairness is embedded in the ethos of the centre.
* All children are encouraged to express their thoughts and opinions, views of all Children and their families are sought, valued and influence planning developments within the centre.
* In partnership with other agencies we aim to establish a safe, secure, and happy learning environment.
* To value the role of the parents/carers and to work with them and others to provide the best start in life for children, nurturing lifelong learning.

***In particular we would like you to note the following:***



**NON DENOMINATIONAL POLICY OF THE NURSERY**

The nursery is non-denominational.  We respect and welcome children and parents of all religions, faiths and beliefs.

**NURSERY CURRICULUM & POLICIES (POLICY FOLDER)**

Below are the national guidelines used within the nursery.  There are copies on display for parent’s information in the parents’ room.





In line with all other educational establishments and Early Years centers are implementing

**Opening Hours**  to 

The nursery is open from 8.00am to 6.00pm. Funded hours are available depending on your circumstances which can be flexible. We offer both term time and 52 week provision at Bridgeton Family Learning Centre. All three to five year old’s are entitled to 1140 funded hours which can be flexible to your needs.

**Length of year including details of Holidays**

The nursery is open for 50 weeks of the year. The nursery will be closed on Public Holidays and in-service training days.

|  |  |  |
| --- | --- | --- |
| Term Time children **ONLY** | All are dates that we are closed apart from dates in yellow which are return dates | 52 week children **ONLY** |
| Wednesday 17th August 2022 | Start of session Date for Children 17/8/22 | Wednesday 17th August 2022 |
| Friday 23rd and Monday 26th September 2022 | September Weekend | Friday 23rd and Monday 26th September 2022 |
| Friday 14th October 2022 | In-Service Day (Staff Training)  | Friday 14th October 2022 |
| Monday 17th to Friday 21st October 2022 (inclusive) | October Week | N/A – Nursery open |
| Finish Thursday 22rd December 2022 Return Wednesday 4th January 2023 | Christmas/New Year | Finish Friday 23rd December 2022 Return Wednesday 4th January 2023  |
| Wednesday 4th January 2023 | Term Starts for all children | Wednesday 4th January 2023 |
| Monday 13th and Tuesday 14th February 2023 | February Break | N/A – Nursery open |
| Wednesday 15th February 2023 | In-Service Day (Staff Training) | Wednesday 15th February 2023 |
| Finish Friday 31st March-Return Monday 17th April 2023  | Spring Holiday (Easter) /Easter Weekend |  Friday 7th April and Monday 10th April 2023 |
| Monday 1st May 2023 | May Day | Monday 1st May 2023 |
| Thursday 25th May 2023 | In-Service Day (Staff Training) | Thursday 25th May 2023 |
| Friday 26th May and Monday 29th May 2023 | May Weekend  | Friday 26th May and Monday 29th May 2023 |
| Finish Friday 23rd June 2023. | Summer holidays | N/A – Nursery open |
| N/A | Glasgow Fair  | Monday 17th July 2023 |
| N/A | In-set Days | Monday 14th and Tuesday 15th August 2023 |
| Wednesday 16th August 2023 | Return date for children | Wednesday 16th August 2023 |

**ADMISSIONS POLICY**

An application form should only be submitted to the nursery of your first choice. Applications are available from any Glasgow City Council nursery and online. All nursery places are allocated in line with the Council’s admissions policy where applications will be assessed and prioritised according to banding and waiting lists. If your first choice is unsuccessful the application will then be transferred to your second/third choice. If there is any change in circumstances which may affect the application please notify the office e.g. change of address/phone number. A leaflet detailing the Council’s policy is also available from the establishment. Copies of which are available in the downstairs corridor.

****The admissions panel meets at regular intervals throughout the year to allocate places.

**STARTING NURSERY**

A home visit or pre-entry visit will be arranged prior to your child’s start date. When your child is due to start nursery be prepared for a ‘settling in period’ which would be tailored to your child’s needs. This will be closely monitored in partnership with you and may take longer. We will work together to suit the needs of your child and make the transition as smooth as possible. We will use this time to get to know each other and your child. Your child will be assigned a key worker on their first visit.

**CHILDREN’S LEARNING**

There is a national curriculum for early years. Its philosophy is based on play as a vehicle for learning with the child as an active learner, developing skills and concepts needed for living in a multicultural society. We promote equal opportunities for every child, irrespective of gender, ethnic grouping and disability. Parents are valued for their role in this educational partnership and respected as first and continuing educators of their children.

**Additional Support Needs**

If a child is having any difficulties in any aspect of their learning or development please be assured that we will support you and your child in any way we can. A management member would then discuss this with the parents/carers firstly and then if support is needed we will ask for consent to seek further support from outside agencies e.g. school psychologist or speech and language therapist. Parents/Carers can refer a child to any of these agencies directly if preferred.

**TOY FUND**

We appreciate support parents/carers give in helping to raise funds for nursery experiences. A weekly donation of £2 would be greatly appreciated to provide additional resources for children and outings.

**CLOTHING**

Messy play is a way of children learning and exploring so we ask if you can bring a change of clothes in for your child so they can be changed. Clothing should be labeled with your child’s name on it. Inappropriate clothing in the nursery can potentially cause friction. Items such as football colours which can cause offence. Any anti-religious or political slogans on clothing. Items of which are loose fitting, dangling earrings which would cause health and safety concerns. If your child wears nappies, please provide spare nappies and wipes.

**ATTENDANCE/ABSCENCES**

Days and hours will be discussed about your child’s attendance and these times will be suited to meet the needs and wishes of the family. It is not advisable to bring your child in to nursery when they feel unwell as this will spread infection to others. We ask if your child is sick to inform the nursery. If your child has vomiting/diarrhea there is a 48 hours exclusion period from last symptom. If your child is not attending nursery for any other reason or on holiday please notify a member of staff.

**ARRIVAL/COLLECTION OF CHILDREN**

A responsible adult over the age of 16 years old will bring a child to and from nursery. In the interest of your child’s safety, please notify the nursery staff if someone unknown to us will be collecting your child. This avoids a difficult situation where a child cannot be allowed to leave with an adult who is a stranger to the staff.

**INSURANCE**

Sometimes children like to bring something special or new to nursery for their friends to see. Please ensure these are not valuable as the authority has no insurance to cover the loss of personal items. Claims submitted are likely to be met only where the authority can be shown to have been negligent.



**CONSENT FORMS AND TRIPS/EXCURSIONS**

**Consent forms**

We take photographs of children to record children’s work and achievements. Upon enrolment you will be asked if you wish to give consent for photograph and local outings.

**Trips/Excursions**

When outings or excursions for children are planned a member of staff will advise you in advance. You will be asked to complete a consent form, which gives your permission for your child’s participation. Please note that children cannot take part in outings unless a completed consent form has been submitted by their parent/guardian. All outings are risk assessed.

**EMERGENCIES WITHIN THE NURSERY**

We make every effort to maintain a full educational service, but on some occasions circumstances arise which lead to disruption. Establishments may be affected for example, severe weather, temporary interruption of transport, power failures or difficulties of fuel supply. In such cases we shall do all we can to let you know about the details of closure or re-opening. We shall keep you informed by using letters, telephone, press, group call, and local radio.

**EMERGENCY CONTACTS**

Parents whose children are in the nursery are asked where possible to provide the establishment with the names, addresses and telephone numbers of two contact persons for use in case of an emergency.**YOU ARE ALSO ASKED TO KEEP THE NURSERY UP-TO-DATE WITH ANY CHANGES IN THIS INFORMATION.**

****

**PROMOTING HEALTH AND WELLBEING**

We are a Health Promoting Nursery. Childcare attending nursery on a sessional basis will receive a snack. All snacks provided emphasise our Health Eating Policy. Children attending full-time will be served a two-course lunch, again encouraging

Healthy Eating i.e. vegetables and fruit.

**PARENT ROOM**

The parents’ room is on the ground floor next to the main office and can be used anytime. Parents’ Groups meet regularly (due to Covid 19 these have been restricted) with various courses and interests. Please see information regarding courses etc. displayed on the parent’s information board.



**USE OF MOBILE PHONES IN THE CENTRE**

![Description: cell-phone-ban[1]]()![cell-phone-ban[1]]()

It is nursery policy that mobile phones are not used within the nursery. This helps to ensure the privacy and respect of the children and families using the centre. Please make your calls or texts before or after you enter the building.

 **NO SMOKING POLICY**

In accordance with Glasgow City Council, there is strictly **NO SMOKING** allowed in the building or on our grounds. This includes electric cigarettes.

**ANY OTHER GENERAL INFORMATION**

Monthly newsletters are used to inform parents of future events, public holidays, curricular issues and development within the centre.

**SUN CREAM AND SUN HATS**

All parents will be asked to provide a sun hat which can be kept at nursery. Can parents also provide sun cream this should be at least a factor 30. During summer months we would remind parents to apply sun cream every few hours throughout the day. We advise to apply sun cream at the start of your child’s session.

**TOOTHBRUSH (CHILDSMILE)**

We are a child smile nursery promoting good oral health; children are given opportunities to brush their teeth once a day.

**CHARGING POLICY**

If you are required to pay charges to Glasgow City Council, you will be informed at enrolment. Conditions apply as in line with Glasgow City Council’s Early Years Information for Parents /Carers on charges in Glasgow City Council you can browse at the following link:

<https://www.gfis.org.uk/Content/UserGenerated/file/FINALParentPack2021-202203092021ELC.doc>

**MEDICAL INFORMATION**

Prescribed medications will be given at the discretion of the head of centre. If your child is prescribed medication for any reason you will be requested to fill in a medical form which authorises nursery staff to administer the medication. If your child suffers from a condition which requires specialist medical assistance, for example a severe allergic reaction to nuts or asthma you MUST inform the Head so that the appropriate steps can be taken to assist your child.

We try to ensure that all our children are playing in a safe environment however accidents do happen and children do become upset. On these occasions, we will contact you if we are concerned. Staff will complete an Accident or Incident Form, which you will need to sign when you collect your child. Staff **cannot** administer ‘just in case’ medications, i.e. Paracetamol or Ibuprofen when your child has a high temperature in relation to teething/virus etc. All medications must be accompanied with a prescription and an administration schedule.

**IF YOUR CHILD BECOMES ILL**

If your child becomes ill while at nursery your child will be made as comfortable as possible whilst we contact you so you can take your child home or to see a GP. There is some exclusion that may apply if your child becomes ill with specific illnesses, e.g. Chickenpox, diarrhea/sickness 48-hour exclusion from last symptom.

In the case of an illness or accident of a serious nature your child will be taken to hospital and you will be advised to join your child there.

**MINOR ACCIDENTS AND UPSETS**



Whilst reassuring and comforting your child, if necessary we will contact you.

Minor accidents are recorded in the Accident Book and the parent is informed when they collect their child. If your child has suffered a head injury, a head information leaflet will be sent home with the child.

Parents are asked to inform staff at the centre immediately of any changes to addresses, telephone numbers, emergency contact and medical conditions. We require keeping accurate records if we are to provide the best care for your child in an emergency.

**VISIT TO THE ESTABLISHMENT BY MEDICAL STAFF & OTHER AGENCIES**

The nursery has regular visits from NHS Staff i.e. Vision Screening and Dental Health. Staff will inform parents/carers when these visits will take place and relevant permission forms will be provided beforehand. During these visits at the nursery advice may be given to staff, children and parents on health matters. Health Therapy teams e.g. Speech and Language, Physiotherapist, Occupational Therapist will sometimes work with children in the nursery after appropriate referral procedures and arrangements with parents have been made.

**NURSERY CURRICULUM**



**Pre-Birth to Three**

These curricular guidelines focus on

* Relationships
* Responsive Care
* Respect
* Rights of the Child

Follow the link below for further information:

<https://education.gov.scot/nih/Documents/ELC/ELC2_PreBirthToThree/ELC2IntroPreBirthtoThree.pdf>

**CURRICULUM FOR EXCELLENCE**

This is the national curriculum in Scotland for all children aged between 3-18 years old. This allows children to have provided opportunities to develop knowledge, skills and attributes they need to adapt, think critically and flourish in today’s world. There are 4 capacities which aim to support children and young people to become:

* Successful learners
* Confident individuals
* Responsible citizens
* Effective contributors

Please follow link for more information: <https://education.gov.scot/education-scotland/scottish-education-system/early-learning-and-childcare-elc/>

Realising the Ambition, the national guidance document details the play-based pedagogy which we use in the nursery to provide a high quality of care. We promote learning by getting to know the child, observing children’s needs/interests. Planning and organising experiences to meet children’s needs and following their own interests. Regular monitoring of children to promote children’s learning. Creating environments which are culturally sensitive, accessible and inclusive. Building solutions around children and families. Working together with parents and professionals to make a positive difference.

**CHILD SAFETY & WELFARE**

**Child Protection**

We have a child protection co-ordinator in our nursery who is Agnes Mackie Head of Centre. In her absence please report to Tricia O’Connor, Deputy Head of Centre. All staff within Bridgeton Family Learning Centre adhere to Glasgow City Council (Education Services) policy of Management Curricular 57. We ensure we are taking positive steps to help children protect themselves by ensuring health and personal safety are central to the curriculum. We aim to create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment.

**Child Protection procedures** will involve us contacting you if your child has an unexplained absence. If we are unable to contact you, and have concern, we may need to contact Social Work.



**CONFIDENTIALITY**

In general, it is essential that discussions between parents and staff are respected in a confidential manner. An exception of this would be a matter of child protection or support for learning where other agencies may become involved.

Parents should also know that information about their child’s learning will be shared with the receiving primary school. All information would be shared with the parents.

The centre works in partnership with parents to build positive relationships with children and promote the welfare of the children.

**PROMOTING POSITIVE BEHAVIOUR**

Working Together to Promote Positive Behaviour in children promotes consistency through expectations. This allows them to feel a sense of fairness and security. We welcome support from parents in managing children’s behavior to ensure the child’s needs are put first. We encourage children to show kindness and respect towards others. If a child continues to have difficulties with behaviour then we will discuss the matter with the parent and work together to support the child towards positive behaviour. This may include seeking advice from other professionals. Please notice that not all children are aware of their own behaviours. If you feel you have concerns about your child feel free to speak to your child’s key worker or Head of Centre.

**SUPPORT FOR LEARNING**

Additional support for learning aims to give opportunities for all children to progress and develop. We believe that all children learn in different ways and these can vary in every child and at any stage of development. These can be short term i.e. speech and language or longer term i.e. educational psychologist. All staff support the children although key worker’s will hold a more in-depth knowledge of their children and can plan effectively to meet the needs of the child. Parent’s who have any concerns about their child’s development should discuss this with their key worker or Head of Centre. Through observations of the child and staff identifying additional support would be beneficial. We would then discuss together the best course of action to support the child. This may include outside agency involvement.

**Getting It Right for Every Child (GIRFEC)**



We want all our children and young people to be fully supported as they grow and develop into successful learners, confident individuals, effective contributors and responsible citizens.

We believe the following should be carried out:

* Safe – protected from abuse, neglect and harm.
* Healthy - highest standards of physical and mental health, and supported to make healthy, safe choices.
* Achieving - receiving support and guidance in their learning – boosting their skills, confidence and self-esteem.
* Nurtured – having a nurturing and stimulating place to live and grow.
* Active – having opportunities to take part in a wide range of activities – helping them to build a fulfilling and happy future.
* Respected - to be given a voice and involved in the decisions that affect their wellbeing.
* Responsible - taking an active role within their schools and communities.
* Included - getting help and guidance to overcome social, educational, physical and economic inequalities; accepted as full members of the communities in which they live and learn.

Getting It Right for Every Child allows anyone supporting the child to puts them first and their family at the centre.

**PARENTAL PARTNERSHIP**

We strive to ensure that the nursery meets the needs of the parents and children. Regular parental involvement includes sharing information on their child’s development and progress. We share achievements on our wow wall. Please feel free to share any achievements from home, we would love you to send us a photo (these can be emailed to headteacher@bridgeton-nursery.glasgow.sch.uk ).



**“Working together makes it happen”.**

**WORKING WITH YOU**

At Bridgeton Family Learning Centre we aim to foster good working relationships with parents, families and children. Your child is viewed as an individual who is part of a family unit. Key workers will work closely with you to establish a partnership based on trust and respect. We communicate through emails, text messages, newsletters and social media (Facebook and Twitter). Please read information that we send out.

**SOCIAL MEDIA**

All staff are members of the Scottish Social Services Council (SSSC) and adhere to a strict Code of Conduct, if parents / carers have any questions relating to their child or nursery they should refrain from contacting staff on Facebook, Twitter or any other social media platforms. Parents / carers should direct their questions to a member of the management team or a member of staff within nursery hours and on nursery premises. The nursery has a closed group on Facebook. Further details will be given at enrolment.

**SERVICES WITHIN THE COMMUNITY**

Bridgeton Library Bridgeton Health Centre

The Olympia Building 201 Abercromby Street

2-16 Orr St Bridgeton

Glasgow Glasgow

G40 2QH G40 2DA

TEL: 0141 276 0870

libraries@glasgowlife.org

Social Work Department East End Addiction Service

The Newlands Centre The Newlands Centre

871 Springfield Rd 871 Springfield

Parkhead, G31 4HZ Parkhead, G31 4HZ

 Contact Trish Goudy

 Pre5 Development Worker

Tel: 0141 565 0140/1 Tel: 0141 565 0140/1

**LEARNING COMMUNITY**

Bridgeton Family Learning Centre is a member of St Mungo’s Learning Community whose focus is on Lifelong Learning with particular emphasis on children from starting nursery to finishing secondary education. The aim of the community is to

work with parents/carers to support and encourage children to develop their skills and view education as a positive and valuable experience.

This group meets regularly with representatives from St Mungo’s Academy, Sacred Heart Primary, St Anne’s Primary, St Denis’ Primary, St Michael’s Primary, St Thomas’ Primary, Dennistoun Early Years and Bridgeton Family Learning Centre. We look at educational issues, improving the service, raising standards and supporting learning all at a local level. The principle of the group, Ms Angela Milton, reports to the Director of Education at regular intervals.

**INSPECTIONS**

Care Inspectorate inspection June 2019 and HMIe inspection was June 2008 – copies of both reports are available on request and online.

**DATA PROTECTION ACT 1998**

Information on children and young people, parents and carers is stored on a computer system and may be used for teaching, registration, assessment and other administrative duties. The information is protected by the Data Protection Act 1998 and may only be disclosed in accordance with the Codes of Practice. For further information please contact the establishment.

**PRIVACY STATEMENT**

As a local authority our schools and early years 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 http://www.glasgow.gov.uk/index.aspx?articleid=2908.

**DEALING WITH RACIAL HARASSMENT**

The Race Relations Act of 1976 makes it unlawful to discriminate against someone because of his/her colour, rece, nationality, ethnic or national background. The Act makes it the duty of Glasgow City Council to eliminate unlawful racial discrimination.

In 1999 the guidelines, ‘Dealing with Racial Harassment’ were issued to assist all teaching staff in dealing with such incidents.The adoption of an anti-racist approach should be seen as one part of the continuing attempt to improve the quality of education.Glasgow City Council recognises that support from the home is essential if these aims are to be achieved. Every child in Glasgow has the right to be happy and secure at establishment.

**BULLYING**

Bullying behaviour will not be tolerated within Glasgow City Council’s educational establishments. All children in Glasgow’s educational establishments have an entitlement “to work (and play) in a learning environment in which they feel valued, respected and safe and are free from all forms of abuse, bullying or discrimination”. (A Standard for Pastoral Care in Glasgow Establishments). In 2009, Glasgow City Council published its revised Anti-Bullying Policy, incorporating the requirement to record and report all discriminatory behaviours within educational establishments. All establishments are requires to review their policy in light of this. Parents and carers have a significant role to play in helping to address this problem. For this reason any anti-bullying strategy must stress the importance of partnership with the parents and carers of their children.

**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 of Centre** in the first instance.

In the event of a parent, guardian or member of staff having a complaint regarding the centre, the following procedure should be followed

* If appropriate the complaint should in the first instance be addressed to the keyworker who will try to resolve the difficulty
* Whether the difficulty is resolved at this stage or not a member of the management team should be informed
* The complaint will be logged in the complaints file along with a record of any action taken

If you feel that your complaint has not been satisfactorily resolved within the centre by either a member of staff or by the Head of Centre you can contact the Customer Liaison unit at:

Education Services

Customer Liaison Unit

Glasgow City Council

40 John Street

GLASGOW

G1 1JL

Telephone; - 0141 287 5384

E-mail:- education@glasgow.gov.uk

Customer Liaison Unit will;

* Take a totally neutral stance in fully investigating your complaint;
* Acknowledge receipt of your complaint within five working days;
* Give a full written response within a further 10 working days, unless another timescale has been agreed.

In the event that you are still not satisfied please contact:

Care Inspectorate

Renfrewshire House

Cotton Street

Paisley

PA1 1EB

Telephone General Enquires - 03456009527

E-mail:- enquiries@careinspectorate.com

Website: www.careinspectorate.com