

# Sgoil-àraich Bun-sgoil Ghàidhlig Inbhir Nis

Early Learning and Childcare  
2026/27



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## FIOSRACHADH/GENERAL INFORMATION

### School contact details:

Bun-sgoil Ghàidhlig Inbhir Nis  
Sir Walter Scott Drive  
INVERNESS  
IV2 6BA  
01463 725980- main school

Email: [bsgi@highland.gov.uk](mailto:bsgi@highland.gov.uk)

### ELC Opening Hours

Currently, Monday to Friday 8.00 – 5.00 pm (term time only) but this is assessed on annual basis.

### The Staff Team

|                                  |  |   |
|----------------------------------|--|---|
| Head Teacher                     | Mr Kyle Eaglesfield  |   |
| Deputy Head Teacher              | Mrs Michelle Nicholson   |   |
| Peripatetic Child Care Manager   | Chloe Skinner  |   |
| Senior Early Years Practitioners | Tracy MacKintosh   | Fiona Bernardi  |
| Early Years Practitioners        | Katie MacDonald<br>Fiona Purdie<br>Seonag Gillies<br>Rianne Nicolson<br>Saffron Hanvidge<br>Dina Macleod | Margaret McIntyre<br>Alison MacDonald<br>Shona Cook<br>Marie MacPherson<br>Karen MacRae<br>Aimee Fraser |
| Support Workers                  | Sandra MacSween  | Sarah Bunch   |
| Out of School Care               | Karen Macrae (Assistant)<br>Sarah Bunch (Auxiliary)<br>Auxiliary – to be appointed                       |   |
| Supporting Clerical Team         | Jennifer Macrae<br>Florica Stewart   |   |



A' Phàrant Chòir,

Fàilte gu ar sgoil-àraich! (Welcome to our nursery!)

It is with great pleasure that I welcome you and your family to the first Gaelic school in the Highlands. We are delighted to have you as part of our vibrant and growing community, where the richness of Gaelic language and culture is at the heart of everything we do.

Our nursery and school are more than just a place of learning; they are a hub where the Gaelic language is nurtured and celebrated. By choosing Gaelic Medium Education for your child, you are helping to preserve and promote a vital part of Scotland's heritage. The language connects us to our history, strengthens our sense of identity, and inspires us to imagine a bright future for Gaelic-speaking communities.

Our curriculum aligns fully with Scotland's Curriculum for Excellence and is designed to support your child in becoming a confident individual, a responsible citizen, an effective contributor, and a successful learner. Through the medium of Gaelic, your child will gain a unique set of skills and perspectives that will enrich their learning experience and open doors to many opportunities. From literacy and numeracy to creativity and problem-solving, the language underpins all areas of their development.

We also work closely with local and national organisations to ensure that our pupils are immersed in Gaelic culture, through music, storytelling, drama, and community events. These experiences strengthen their fluency and deepen their connection to our shared heritage.

As a community, we are committed to working in partnership with you. Together, we can create an environment where your child feels supported and inspired to achieve their full potential, both as a Gaelic speaker and as a lifelong learner.

Should you have any questions or require additional support as your family embarks on this exciting journey, please don't hesitate to reach out to us.

Tapadh leibh (thank you) for entrusting us with your child's education. We look forward to building strong relationships with you and witnessing your child's progress and achievements in the years to come.

Le dùrachd,  
Kyle Eaglesfield  
Head Teacher

## **FÀILTE GU SGOIL-ÀRAICH/Welcome to Sgoil-àraich**

As the main educators of your children, you hold a wealth of information about how your child learns and we look forward to working with you. We value this knowledge highly and seek parental partnership and involvement in our sgoil-àraich.

We welcome parent help in the sgoil-àraich. If you can assist in any way, please give details to the sgoil-àraich staff.

Please take time to read the notice board, where information on upcoming outings, parent's nights and other activities will be displayed.

Sgoil-àraich app is where you will find all the important information you need. Please download the app prior to your child starting and check regularly for updates. We will send a weekly overview of what the children have been doing, lunch menus and all events are posted on here.

Here are some ways of promoting your child's learning at home:

Read to your child daily;

- Look out for and read environmental print
- Encourage your child to listen to music and sing/retell songs and rhymes;
- Talk to your child and answer any questions they may have;
- Encourage your child to ask questions;
- Encourage your child to express themselves through art, music and imaginative play;
- Encourage your child to dress and undress themselves;
- Encourage your child to care for toys;
- Encourage your child to tidy up; set the table, count items when shopping

As the Highlands First purpose built Gàidhlig School we strive to build our ethos, Vision, Values and aims with our language at the heart of it.



**Vision** - To encourage our pupils as Gaisgich Òg na Gàidhlig / Gaelic Ambassadors who are proud to be bi-lingual learners through the medium of Gaelic.



**Values** - Coimhneas/Kindness + Dòchas/Hope + Spòrs/Fun + Deònach/Willing

A school community where everyone is valued and we engage with our wider community  
A climate of positive behaviour and respect for all



**Aims** - Create a climate of Gaelic language and culture

Ensure our curriculum enables all learners to fulfil the purposes of the Curriculum

- Confident Individuals, Successful Learners, Responsible Citizens and Effective Contributors

Motivate children through stimulating learning experiences,  
celebrating achievements and personal successes



We have achieved our Rights Respecting Silver award and are on our journey to gold this year. We are also working towards our core award in Reading Schools.



### Promoting Equality and Diversity

Our children and young people live in a diverse society in 21st century Scotland. BSGI is committed to creating an environment for the whole school community that demonstrates shared values of inclusion, equality, fairness and respect.

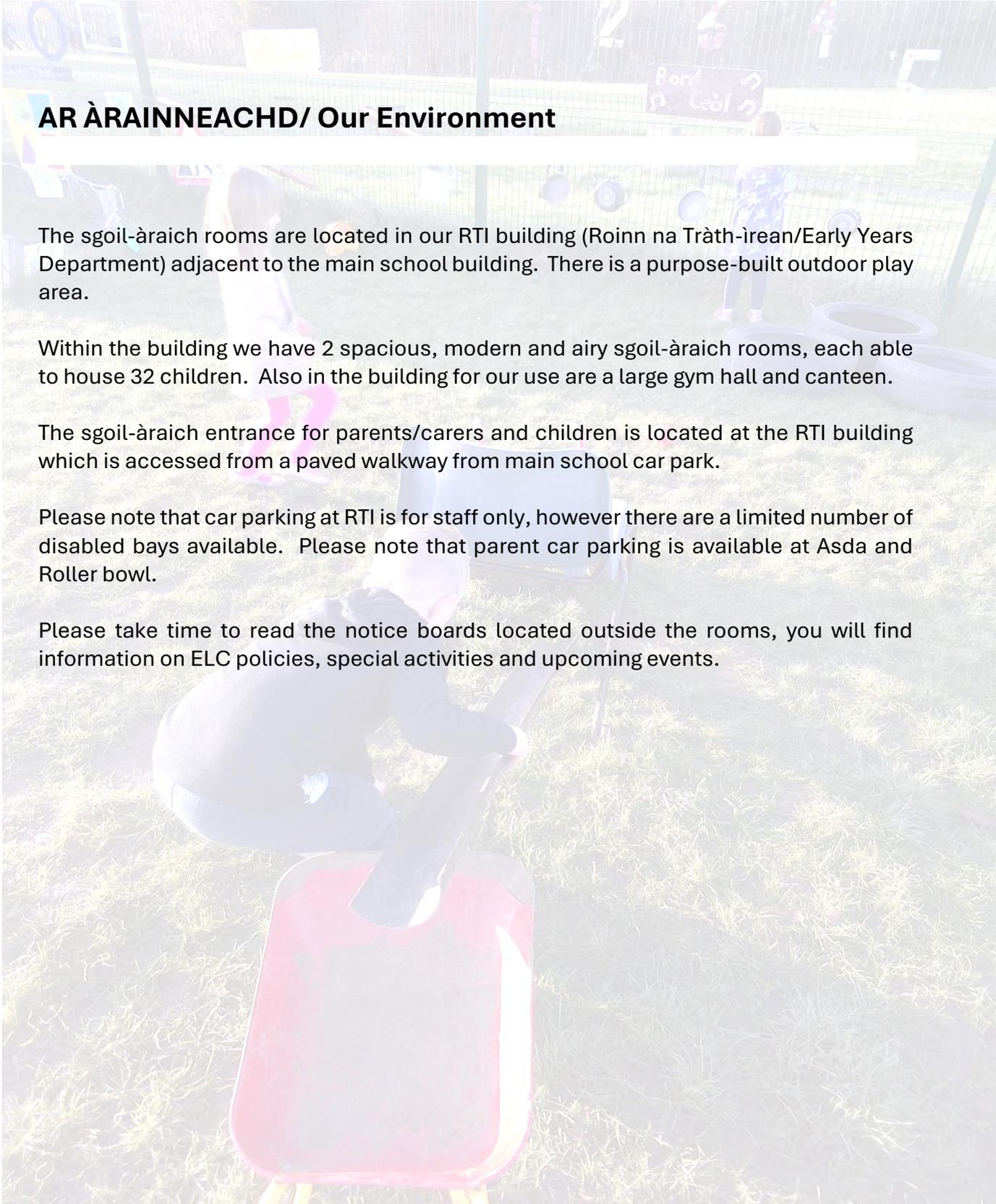
Our nursery and school recognises and celebrates difference within a culture of respect and fairness and aims to meet the needs of every child in line with the principles of Getting it Right for Every Child (GIRFEC).

We work together with our children and young people, families and staff to ensure that inclusion and equality are part of all our activities. Our policy aims to:

- Promote positive attitudes and behaviours towards equality and diversity
- Promote understanding of equality and diversity through the school curriculum and ethos
- Help the school to meet these aims and fulfil our legal obligations

We are committed to meeting the statutory duties of the Equality Act 2010 and this policy includes information about how we will comply with our duties and also provides guidance about our approach to promoting equality and diversity.

We recognise that these duties also reflect international human rights standards as expressed in the UN Convention on the Rights of the Child, the UN Convention on the Rights of People with Disabilities, and the Human Rights Act 1998.



## AR ÀRAINNEACHD/ Our Environment

The sgoil-àraich rooms are located in our RTI building (Roinn na Tràth-ìrean/Early Years Department) adjacent to the main school building. There is a purpose-built outdoor play area.

Within the building we have 2 spacious, modern and airy sgoil-àraich rooms, each able to house 32 children. Also in the building for our use are a large gym hall and canteen.

The sgoil-àraich entrance for parents/carers and children is located at the RTI building which is accessed from a paved walkway from main school car park.

Please note that car parking at RTI is for staff only, however there are a limited number of disabled bays available. Please note that parent car parking is available at Asda and Roller bowl.

Please take time to read the notice boards located outside the rooms, you will find information on ELC policies, special activities and upcoming events.



## Curraiclean airson Sàr-Mhathais/ A Curriculum for Excellence and 3-5 Framework

### Slàinte/Health and Wellbeing

In this area the children **will:**

- be encouraged to make choices and develop their interests.
- Communicate their needs and express their feelings.
- learn to make friends and will learn to respect others and learn about other people.
- Take part in daily energetic play opportunities both indoors and outdoors.
- Learn to control their bodies and develop an awareness of space.
- Learn about their bodies and become aware that being active is good for them.
- Enjoy preparing and tasting a range of foods.
- Learn to look after their bodies and understand growth and development.

### Litearrachd agus Gàidhlig/ Literacy and Gàidhlig

Staff speak with children in Gaelic predominantly, but English may be used during the first few weeks to reassure and settle children and to inform them of health and safety matters.

Literacy is fundamental to all areas of learning as it unlocks access to the wider curriculum. Staff at Bun-sgoil Ghàidhlig Inbhir Nis provide an environment rich in language.

In this area the children **will:**

- have opportunities for all children to explore interesting materials for writing.
- observe the staff model writing in a range of situations
- explore a variety of ways of finding useful or interesting information.
- enjoy stories, books and other texts, allowing them to investigate characters and events.
- be encouraged to listen, talk and develop their conversation skills.
- have opportunities to share their experiences, feelings, ideas and information.
- develop their vocabulary and use of language to express themselves.

## **Matamataigs/ Mathematics**

In this area the children **will**

- play and have fun with numbers in meaningful contexts.
- investigate order, patterns, size, coins and the time.
- experiment with 2D and 3D shapes.
- be encouraged to use the language of maths through play and working together to solve problems.
- apply their knowledge in a range of situations

## **Ealain/ Expressive Arts**

In this area the children **will**

- expressive arts help children to shape their sense of personal, social and cultural identity.
- be creative and to express themselves in different ways.
- participate and experience the energy and excitement in performing and presenting to different audiences.
- learn the Gaelic language through song and rhyme.
- develop an appreciation of aesthetic and cultural values, identities and ideas.
- use singing and musical instruments to explore sounds and express thoughts and feelings.
- experience the freedom to move rhythmically and expressively.
- use drama to explore real and imaginary situations.

## **Creideamh/ Religious and Moral Education**

In this area the children **will**

- develop a responsible attitude to other people and their beliefs.
- learn about beliefs, values, practices and traditions of different religions.
- develop their own moral values such as wisdom, justice, compassion and integrity.
- explore stories, images, music and poems to help them become familiar with Christianity and other world religions.
- develop an understanding of what is fair and unfair and the importance of caring for, sharing and co-operating with others.
- develop their awareness of the importance of celebrations, festivals, and customs in the lives of Christians and other religious people.

## Saidheans/Science

In this area the children **will**

- develop their interest in and understanding of the living, material and physical world.
- develop and practise a range of inquiry and investigative skills.
- observe living things, learn how to care for them and become aware of their similarities and differences.
- investigate weather, seasons and the different forms and uses of water.
- they will have opportunities to explore different materials through creative play

## Cuspairean Sòisealta/Social Studies

In this area the children **will**

- develop their understanding of the world by learning about other people and their values in different times, places and circumstances.
- develop their understanding of the environment to help them become responsible citizens.
- investigate, explore and discuss to make sense of the world around them.
- develop an awareness of sustainability and enterprise to enable them to become involved in their local community and wider world.
- explore and care for the natural environment.
- learn about the different roles that different people play and how they can help us, in their local community
- experiment with imaginative ways to represent the world around them.
- learn how to make decisions and choices which show consideration for others and the world around them.

## Teicneolas/Technologies

In this area the children **will**

- learn that technologies enable children to be informed, skilled, thoughtful, adaptable and enterprising citizens.
- become involved in challenging activities such as research, problem solving and exploration of new and unfamiliar concepts.
- explore technologies, discovering what they can do and how they can help us.
- learn how to reuse and recycle resources to help care for the environment
- become confident and develop an interest in using a range of technologies.

## **A' BROSNAHADH DÀIMHEAN ADHARTACH/ Promoting Positive Relationships**

### **Our Vision**

At BSGI, we believe that every child has the right to feel safe, valued, and supported in a positive learning environment. This policy is rooted in respect for children's rights, as outlined in the United Nations Convention on the Rights of the Child (UNCRC), and aligns with Highland Council's commitment to child wellbeing, inclusion, and the Curriculum for Excellence. We are dedicated to helping our students grow academically, socially, and emotionally in a nurturing environment where positive behaviour is encouraged and celebrated.

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### **Our Rights-Based Approach**

We are committed to respecting and promoting the rights of every child. Key articles of the UNCRC guide our approach to behaviour and relationships within the school:

1. **The Right to Feel Safe (Article 19):** Every child has the right to be protected from harm. We work to create a safe and supportive school environment where all children feel secure.
2. **The Right to Learn (Article 28):** Every child has the right to a quality education. By promoting positive behaviour, we ensure that each student has the opportunity to engage fully in learning.
3. **The Right to Be Heard (Article 12):** Every child has the right to express their views and be involved in decisions that affect them. We encourage children to share their ideas, feelings, and concerns, and we listen respectfully.

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### **Our Approach to Positive Behaviour**

We believe that positive behaviour is learned through guidance, support, and good examples. At BSGI, we teach and reinforce positive behaviours through:

- **Relationships:** Building trusting, respectful relationships among students, staff, and families.
- **Clear Expectations:** Clearly explaining our expectations for behaviour and reinforcing them regularly in an age-appropriate way.
- **Modelling Respect and Kindness:** Staff model positive interactions and respectful behaviour, creating a community where everyone treats each other with kindness.
- **Consistency and Fairness:** We approach all children with fairness, aiming for consistency in how we address behaviour across the school.

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### **Promoting Positive Behaviour**

To encourage a positive atmosphere, we use the following strategies:

- **Positive Reinforcement:** We celebrate successes, whether academic, social, or personal, through praise, rewards, and recognition. Our approach includes regular feedback and encouragement.
- **Rights-Based Conversations:** Staff use discussions about rights and responsibilities to help students understand the impact of their actions on themselves and others.
- **Solution-Focused Approaches:** When challenges arise, we encourage children to help find solutions. This helps them learn from experiences and understand the consequences of their actions in a constructive way.
- **Supportive Interventions:** When children need extra help with behaviour, we provide support through school counsellors, pupil support staff, and, when necessary, external professionals.

## Clàradh/Enrolment

Enrolment for Primary 1 takes place in January and Early Learning and Childcare takes place in February each year. Enrolment forms can be found online and a copy of the birth certificate needs to be verified by the school.

The eligible birth dates for the school session starting in August 2026:

|  |                       |
|--|-----------------------|
| Those born on or between:  | will be eligible from |
| <b>1<sup>st</sup> March - 31<sup>st</sup> August</b>                       | <b>August</b>         |
| <b>1<sup>st</sup> September - 31<sup>st</sup> December</b>                 | <b>January</b>        |
| <b>1<sup>st</sup> January - 28<sup>th</sup> (29<sup>th</sup>) February</b> | <b>April</b>          |

Further information can be found on the Highland Council website:

[Highland Council - Enrol your child for Early Learning & Childcare](#)

## Uairean fosglaidh/ Opening times

Bun-sgoil Ghàidhlig Inbhir Nis offer childcare on an hourly basis between the hours of 8.00am - 5.00pm Monday-Fridays (this is assessed on an annual basis and subject to demand), allowing parents to request a pattern of hours which best suits their individual needs. Although we cannot guarantee to meet all requests, we will do our best to match our childcare provision to your needs.

All 3 and 4 year old children are entitled to 1140 hours of government funded childcare a year. No more than 30 hours of government funded childcare can be taken in a week and no more than 10 hours in any one day. Childcare over and above your government funded hours will be charged on an hourly basis at £5.05 per hour. If you wish to access self-funded hours, you will need to complete a contract to agree to paying the addition charges as well as set up a Direct Debit mandate, payment must be in place prior to your child starting with us.

## Frithealadh/Attendance

Please help your child benefit from regular attendance at Sgoil-àraich. This helps him/her to develop friendships, gain in confidence, language acquisition and prepare for school.

Regular attendance is vital to a child's progress. We would appreciate it if parents could contact the sgoil-àraich if his/her child is absent for any reason.

**Please inform the sgoil-àraich of your child's absence by 9.30 am, by phoning the nursery office (01463 223051), on the morning of the first day of absence.**

An adult should accompany children to and from sgoil-àraich and we ask that you complete the signing in sheet with your full name. This is a child protection procedure and ensures that staff have the most up-to-date information regarding your child. Please inform a member of staff if a friend or relation, who is unknown to the staff is collecting your child.

## Poileasaidh tinneas/ Sickness Policy

Sgoil-àraich Bun-sgoil Ghàidhlig Inbhir Nis and Out of School Club have set in place the following policy for the benefit of all children and parents who use the sgoil-àraich. The sgoil-àraich asks Parents/Carers not to send children to the Nursery, when they are un-well, or suffering from symptoms of sickness.

Sgoil-àraich staff would also appreciate if Parents/Carers would refrain from sending their children to sgoil-àraich until 24 hours after they have recovered from any illness, 48 hours in the case of vomiting or diarrhea.

The aim of the policy is to prevent children from becoming sick, due to other children attending sgoil-àraich while un-well, and passing on germs.

Is your child up-to-date with their vaccinations? Children receiving out-of-home care, including Early Learning and Childcare and playgroup, have more opportunities to come into contact with infections. Please ensure your child has been immunised and contact your Health Visitor/GP for further advice.

## **Measadh/Assessment and Record Keeping**

Children are assessed on an ongoing basis as they play and participate in activities in order to ascertain what they can do and identify next steps. These assessments are framed upon the components of A Curriculum for Excellence, children will engage in discussing their learning, using floor books and through their personal profiles.

Assessments are recorded in a Child Profile document, which goes with your child into Primary 1. This document evidences the milestones reached by your child and acts as a transition document to inform the P1 teacher.

## **Cothrom bruidhinn le luchd-obrach/Consultations with Staff**

Parents are invited to discuss any issues or areas of concern with members of the sgoil-àraich team.

Once your child enrolls in sgoil-àraich, they will be assigned a Key Worker. The Key Worker has responsibility for collating observation information, linking with parents or other professionals and ensuring that strategies to support learning are implemented and evaluated. They do not take sole responsibility for working with a group as this is shared by every key worker so that children have the opportunity to get to know all the staff.

Sgoil-àraich staff are available before and after each session, should any parent wish to speak to a member of staff on an informal basis. Parents are welcome to make an appointment with any member of the sgoil-àraich team should they wish a more formal meeting.

## **Ag obair le pàrantan/ Parental engagement**

Parents are invited into the sgoil-àraich each term to share-a-session with their child/ren. This allows parents to see firsthand how learning takes place, within a Gàidhlig immersion environment and to see interactions their child has with others in the sgoil-àraich environment. Parents are also asked to review profiles and make comments on their learning/ provide feedback on the engagement. We try to expose parents to experiences the children get in sgoil-àraich and hope you enjoy these events.

## **Baidh/Food**

We provide a range of snacks for the children, including fresh fruit. Milk/Water is provided daily. We encourage children to participate in the preparation of snack which encourages their independence skills, healthy eating and social skills. This also enhances the Gaelic language.

We offer rolling snack twice a day, where children choose, during a set period, when they are ready to go for snack. They are encouraged to be as independent as possible while helping themselves to snack.

## **Biadh na sgoile/School Lunches**

A variety of healthy foods are offered which will include fruit and milk or water. We do not give the children any kind of juices. All food and drink will be free of artificial colouring and additives, where possible. Please only provide water in water bottles coming from home.

Children who receive a funded place are entitled to a free school meal if they attend over lunchtime. These meals consist of a starter or dessert and a choice of three main meals.

## **Biadh sònraichte/Dietary requirements**

If your child has any dietary requirements, please inform the school. You will be asked to fill out a form which can be found on: [https://www.highland.gov.uk/info/878/schools/9/school\\_meals/4](https://www.highland.gov.uk/info/878/schools/9/school_meals/4). This will ensure we are able to cater correctly for your child and a protocol will be put in place. Please be aware that you should provide a packed lunch/snack for your child, until the form has been processed.

If your child's dietary requirements change during the academic year, we ask that you email [bsgi@highland.gov.uk](mailto:bsgi@highland.gov.uk) to inform us of any updates.

## **Bogsa bìdh/Packed lunches**

Children can take a packed lunch into sgoil-àraich should they so wish. Please be advised that we do not have capacity within the setting to store them in a fridge. They will be stored at room temperature in the main nursery area we would ask that a cool pack is placed in the lunch box to keep food fresh and cool. We ask that packed lunches are balanced and healthy and adhere to the Highland Council Healthy Eating policy and Setting the table Guidance 2025 (<https://www.gov.scot/publications/setting-table-guidance/>)

**WE ARE AN ALLERGY AWARE SCHOOL AND ASK THAT CHILDREN DO NOT BRING NUTS IN TO SCHOOL, THANK YOU FOR KEEPING OUR CHILDREN AND SCHOOL COMMUNITY SAFE**

More information on school lunches can be found at [Highland Council School Menus](#)

## Aodach agus Brògan/Clothes & Shoes

### Aodach/ clothing

We recommend that comfortable clothing and footwear is worn to enable children to move around the nursery freely and comfortably.

Children should also be provided with waterproof clothing e.g. jackets, wellies/suitable footwear and all in one suits as outdoor activity are central to the children's learning and play and outdoor play is available all day, offered every day.

We do have a supply of waterproof suits and a selection of wellie boots.

Children playing in water will frequently manage to get wet despite protective clothing. In instances such as these and with toilet accidents, the nursery, staff will change your child, in an effort to ensure their comfort.

Although we provide aprons for messy play, children may still get paint and/or glue on their clothes. Therefore, it would be advisable not to dress children in their good clothes as we cannot be held responsible for any damage. Please remember this when dressing your child for sgoil-àraich.

We would be very happy to receive any secondhand clothing to store in sgoil-àraich. It is very handy to have a stock in the event of any accidents during sgoil-àraich or to build up resources in our dressing up box.

T-Shirts and sweatshirts printed with the school logo are available to buy. These can be purchased directly from  
Macgregor Industrial Supply  
15-17 Henderson Rd,  
Inverness  
IV1 1SN  
01463 717999

### Brògan/Indoor shoes

Can Parents ensure that all children are provided with **indoor shoes**. When children take part in Outdoor play they will change into outdoor shoes

**NB: PLEASE WRITE YOUR CHILD'S NAME ON ALL THEIR CLOTHES AND SHOES**

## **GLUASAD GU SGOIL-ÀRAICH/Transition to nursery**

Once you have enrolled your child into sgoil-àraich. You will receive a copy of this handbook along with your child flexible pattern request confirmation.

Your child will be offered a stay and play session in the room your child has been allocated to in sgoil-àraich. This will take place prior to your child starting.

During the stay and play, you and your child will be shown round the setting, dropping off/collecting area, the canteen area and the outdoor area by your child's keyworker.

You will be given an information pack with forms to be filled out. These are to be returned on the first day your child attends sgoil-àraich. These forms are: Being me, Personal Care Plan, lunch menu and a Suncream application permission form.

We also have an information evening which takes place in June. This is an opportunity for parents to have Gaelic Medium education explained, any questions answered and to tour the setting.

## **Glusad gu Clas 1/ Transition into Primary 1**

This is a very important time for both you and your child and we aim to ensure a smooth transition for your child into Primary 1. Here is an outline of the main activities in place to support induction into Primary 1.

In order to make the transition into Primary 1 as happy as possible your child will take part in the following activities:

- ☺ Join Primary 1 in the playground for some playtimes;
- ☺ Visit Primary 1 classroom;
- ☺ Share activities with their buddies (an older child in Primary 6 who will help and support them in Primary 1)
- ☺ Children are invited to join the school Assembly.
- ☺ Participate in our 'Onery' sessions where children from Sgoil-àraich and Primary 1 learn through weekly planned activities.

### **Events for Parents:**

- ☺ During the month of June parents will be invited to an information session. There will be an opportunity for discussion about Primary 1.
- ☺ You will be notified who your child's teacher will be in June
- ☺ You will be notified, by letter, of when and where to arrive for the new start of the session.

## Poileasaidh Dìon Chloinne/Child protection policy

All educational establishments and services must take positive steps to help children protect themselves. Programmes of health and personal safety are central to the curriculum and should have in place a curriculum that ensures that children have a clear understanding of the difference between, appropriate and inappropriate behaviour on the part of another person, no matter who it is. We work with the Safe, Strong and Free group to support this aim and have sessions in February with children who are going into P1 in August.

Schools must create and maintain a positive ethos and climate which actively promotes child welfare and a safe environment by:

- ensuring that children are respected and listened to
- ensuring that staff are aware of child protection issues and procedures
- establishing and maintaining close working relationships and arrangements with all other Agencies to make sure that professionals collaborate effectively in protecting children.

From time to time incidents happen within the nursery setting which cause concern and could indicate that a child is suffering from some form of abuse. Should any member of staff have concerns regarding the welfare or safety of any child they must report these concerns to the Head Teacher.

In the terms of Highland Council Protection Committee Inter-agency Protection Guidelines, Education Service staff have to report incidents to Social Work Services which can lead to a joint Social Work/Police investigation. Confidentiality is superseded by the Council's Protection Guidelines. All agencies involved in child protection regard the welfare of children as paramount and this will be their priority. A copy of the Child Protection Policy is available, on request, from the Head Teacher.

### GETTING IT RIGHT FOR EVERY CHILD (GIRFEC)

The Nursery works closely with other agencies. The aim is to ensure that we have the right services for your child at the right time.

If it is believed your child's immediate safety is at risk, we can share their information without consent, enabling us to deal quickly with any potential situation, e.g. child protection issues or emergency medical procedures where parents are not present.



## Gearainean/Complaints Procedure

In the nursery we are committed to providing the best possible environment for your children to grow and develop. If you have any complaints, we would appreciate if you would contact the Depute Head Teacher in the first instance. Should you feel that you are unable to do this then please make an appointment to contact the Head Teacher to discuss the matter in further detail.

We hope you and your child will enjoy spending time in our setting and we welcome comments or suggestions which could help us to improve our service.

However, we are aware that difficulties can occur from time to time and if you feel you have reason to complain please follow the procedure outlined below.

- Speak to your child's keyworker, either at the beginning or end of a session. Issues can often be resolved quickly once the problem is highlighted and we can agree on how it can be solved.
- Alternatively, an appointment can be made to speak in private to your child's keyworker.
- In consultation with parents/carers it will be decided if the matter needs to be taken further, in which case the Depute Head Teacher will be informed and a meeting arranged. This will take place within 10 working days from the time the complaint is received.
- If necessary, in Local Authority settings, the matter will be brought to the attention of the Area Care and Learning Manager who will decide what the next steps should be.
- Parents will be kept fully informed at each stage and will be invited to attend any meetings being held.

Parents/carers are also able to contact the Care Inspectorate directly with a formal complaint.

### **CARE INSPECTORATE – HOW TO RAISE A CONCERN OR A COMPLAINT**

For a registered care service, you can choose to contact us directly by either:

- filling in our [online form](#)
- calling us on 0345 600 9527 between 9am and 4pm, Monday to Friday
- emailing us at [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

Details on how to make a formal complaint can be found in The Care Inspectorate publication "Unhappy about a Care Service?" You will find a copy of this displayed on the parent noticeboard and it can also be downloaded from:

[Unhappy about a Care Service document](#) or [Care Inspectorate - Complaints](#)