



Comments, suggestions and complaints

We, at Glenbrook Nursery School, are trying to provide the best possible service at all times for you and your child but we recognise that sometimes, things can go wrong. When this happens, we will do our best to put things right. We welcome your comments and suggestions about how we can improve our services to you.

We take complaints about our services very seriously and we seek to resolve any dissatisfaction as quickly and as effectively as possible.

Our complaints procedure is designed to provide a quick, simple and streamlined complaints service which leads to early resolution as close to the first point of contact as possible.

Our focus must always be on the children on whose lives we impact every day. We are accountable to them as well as you as parents or guardians. Our goal is to provide excellent education support services.

What is a comment?

Glenbrook Nursery School defines a comment as:

An expression of praise or appreciation directed at staff or the service delivered by the nursery, a suggested service improvement, or an anonymous complaint where the school has no way to respond to the customer.

What is a complaint?

Glenbrook Nursery School defines a complaint as:

Any expression of dissatisfaction by one of the nursery community about our action or lack of action, or about the standard of service provided by the nursery.

How do I make a comment, suggestion or complaint?

You can make a comment, suggestion or complaint in person, by telephone, in writing, by email or online. Before making your comment, suggestion or complaint, you should read the Comments/Suggestions/Complaints Procedure, contained below.

The Comments/Suggestions/Complaints Procedure

I have a comment, suggestion or complaint to make about Glenbrook Nursery School



I will contact my child's class teacher
Mrs Rhonda Cameron or Miss Collins



If I am not satisfied about the service I receive then
I will contact the Nursery Principal
Mrs Rhonda Cameron



If I am still not satisfied about the service I receive then
I will contact the Chairperson of the Board of Governors
Mrs Edna McCormick



If I am still not satisfied about the service I receive then I will contact
Northern Ireland Public Services Ombudsman

Contact Us

By Post: Glenbrook Nursery School, 33 Glenard Road, Newtownards, BT23 4HS

By Email: info@glenbrookns.newtownards.ni.sch.uk

By Phone : 028 91819629

In Person : Please contact a member of staff to make arrangements if you wish to report your comment, suggestion or complaint in person

Contact Chairperson of Governors through school

By Post: Glenbrook Nursery School, 33 Glenard Road, Newtownards, BT23 4HS

By Email: info@glenbrookns.newtownards.ni.sch.uk

By Phone : 028 91819629

Contact Northern Ireland Public Services Ombudsman

By Post:

Northern Ireland Public Services Ombudsman

Office of the Northern Ireland Public Services Ombudsman

Progressive House

33 Wellington Place

Belfast

BT1 6HN

Freepost: FREEPOST NIPSO

By Telephone: 028 90 233821

By Freephone: 0800 34 34 24

By Email: nipso@nipso.org.uk **Web:** www.nipso.org.uk