



Riverbank Nursery Complaints Procedure

The Nursery Team welcomes discussion with parents about your children and related Nursery matters. In the first instance, parents and carers should raise any concerns or complaints with a member of the Nursery Team or the Depute Head Teacher responsible for Nursery.

If parents / carers feel that the issue has not been resolved they should then consult with the Head Teacher.

Riverbank School has a comprehensive Complaints and Compliments procedure which is available for inspection the Nursery.

On rare occasions parents/carers may feel that the issue cannot be dealt with satisfactorily within Riverbank School. In this situation parents/carers should contact :-

Aberdeen City Council
Education Culture and Sport
Marischal College Broad Street
Aberdeen City Council
AB10 1YS

and / or

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY