



Cornbank Early Learning and Childcare Setting Complaints Procedure

Cornbank ELC is a welcoming, friendly community where we endeavour to ensure that everyone will feel respected, included, safe and valued. We are committed to providing high quality learning experiences which enable children to become Successful Learners, Responsible Citizens, Confident Individuals and Effective Contributors. Key workers build trusting relationships with families and we encourage dialogue with them at the earliest opportunity in order to resolve any concerns. Complaints will be dealt with in confidence and in private. Should concerns need escalated further, in the first instance they should be raised with either Emma Daly or Amy Finlayson, Senior Early Years Practitioner.

- If concern is still unresolved contact:

Mrs Lynsey Stevenson *Head Teacher*
Cornbank Primary School
34 Marchburn Drive
Penicuik
MIDLOTHIAN
EH26 9HE *Tel.no 0131 271 4575*

- Should concern need to be escalated further, contact may be made with the following:

Julie Fox *Quality Improvement Manager*
Fairfield House
8 Lothian Road
DALKEITH
EH22 3ZG

Michelle Strong *Education Chief Operating Officer*
Fairfield House
8 Lothian Road
DALKEITH
EH22 3ZG *Tel.no. 0131 271 3719*

Fiona Robertson *Executive Director, Education, Communities and*
Economy
Fairfield House
8 Lothian Road
DALKEITH
EH22 3ZG *Tel.no. 0131 271 3718*

Care Inspectorate Office: 3 C & D South
Victoria Quay
Edinburgh
EH6 6QQ

Tel: 0345 6009527

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Midlothian Council	
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