

Baltasound JHS- Early Years Complaints Procedure

Complaints can be made to:

Early Years Support Worker	Ms Jaclyn Thomson
Early Years Practitioner	Mrs Julie Thomson
Early Years Senior Practitioner	Ms Heather Albutt
Early Years Teacher	Mrs Margaret Fordyce
Early Years Manager/ Depute Head	Mrs Ashley Spence
BJHS Head Teacher	Mr Paul Thomson
Quality Improvement Officer	Mrs Leanne Moss Children's Services Hayfield House, Lerwick Tel: 01595744745
Care Inspectorate	Inspector: Fiona Shearer Tel: 0345 600 9527 concerns@careinspectorate.gov.scot

All complaints referred to the Shetland Islands Council will be addressed by following the Shetland Islands Council Complaints Handling Procedure.

Revised August 2023 [A.Spence] - to be reviewed August 2024