



## **Breachin High School Complaints Procedures**

### **PARENTAL CONCERNS**

Parents/carers should contact the school in the first instance if they have a cause for concern. We wish to deal with all matters as early as possible, preventing them from becoming significant concerns.

Please contact the PT Pupil Care and Support teacher in the first instance or email the school ([breachinhighschool@angusschools.org.uk](mailto:breachinhighschool@angusschools.org.uk)). Your email will be treated in confidence and passed to the most appropriate member of staff. If you would prefer, phone the school office and arrange an appointment with the Principal Teacher Pupil Care & Support (01356 237100)

Dun	: Mr Glen McArtney
Farnell	: Mrs Evelyn Cormack
Menmuir	: Mrs Colette McLaren

If that does not resolve the issue, please contact the appropriate Head of House. A member of the school's Senior leadership team will deal with your concern as quickly as possible.

Dun	: Mrs Wendy Murray-Blair, DHT
Farnell	: Mrs Alison Cormack, DHT
Menmuir	: Mrs Amy Mackie , DHT

It is always possible to contact the Head Teacher, Mrs Fiona Lawrence, if the issue remains unresolved.

Complaints will be reviewed within a reasonable timescale; we aim for five working days. More complex issues may require longer but we will be in touch to alert you to a delay if this is the case.

### **THE COMPLAINTS PROCEDURE**

If none of the above steps have resolved things satisfactorily, please use the following process:

[Angus Council complaints procedure](#)