

Complaints Policy

Rationale

Busby Primary School is an East Renfrewshire Council managed establishment. At all times, we must work to ensure that the school is an effective and efficient part of this service. The aim of the school is to provide a varied and balanced curriculum; raise standards by setting targets in learning and teaching and attainment; create a purposeful, friendly and challenging environment that includes all pupils; empower our children by enabling them to recognise their own and others achievements and celebrate success.

Aim

The aim of this policy is to provide guidelines for staff, parents and other users of the service to raise complaints about the service provider.

Objectives

Through this policy, staff, parents and other users of this service will be able to:

- Know how to raise a complaint
- Know the procedures involved in the complaints process
- Know how to take a complaint further

1. Know how to raise a complaint

If at any time, a parent, staff member or any user of this service has a complaint or suggestion, this should be taken up with the Head Teacher. If the Head teacher is not available, then complaints can be raised with a member of the Management Team

The complaint can be presented verbally or in written format.

Any complaint should be raised quickly so that immediate action can be taken to rectify the situation

2. Know the procedures involved in the complaints process

The Head Teacher or Depute will deal with complaints in strictest confidence

The person making the complaint will be listened to so that full details of the concerned are presented

The Head Teacher or Depute will reassure that person that an investigation of their complaint will be carried out and a timescale for feedback suggested

The Head Teacher or Depute will then investigate the complaint in line with Council policies and guidelines

The Head Teacher or Depute will feed back to the staff any action that needs to be taken to rectify the situation

The person making the complaint will also be notified of any action to be taken

Staff will implement action to be taken to ensure that the situation does not arise again

The Head Teacher or Depute will monitor the implementation of the action

Know how to take a complaint further

If a person feels that their concern has not been dealt with effectively or efficiently, then the concern should be presented again to the Head Teacher. The steps outlined in point 2 will be followed again.

If the person does not feel that the matter has been dealt with effectively, or the concern is regarding the Head Teacher, then the Head of Service should be informed.

Head of Service

Quality Improvement Service

East Renfrewshire Council

St John's Campus

Commercial Road

BARRHEAD

G78 1AJ

Tel 0141 577 8635

Parents of ELCC children can also consult with the Care Inspectorate regarding queries, concerns or complaints. The Care Inspectorate can be contacted either by post or telephone.

Care Inspectorate

4th Floor

No. 1, Smithhills Street

Paisley

PA1 1EB

Tel 0141 843 4230

www.scswis.com