

CUSTOMER SATISFACTION

Service Standards

We are an East Renfrewshire Secondary School. We aim to provide a high level of service to all our customers, but sometimes things go wrong.

We welcome constructive comments and complaints, as they help us to improve our service.

We sometimes make mistakes, or circumstances beyond our control affect our service delivery standards. When this happens, we will apologise and do everything we can to put things right.

What you can expect

- Our staff will be polite, helpful and professional
- We will deliver our service in line with our published aims
- We will respond to your complaint
- We will do all we can to resolve the matter
- You can get a copy of our aims by phoning the school office on 0141 577 2200, or from the school website <https://blogs.glowscotland.org.uk/er/Eastwood/>

Complaints procedure

Step one

- If you have a complaint about any aspect of our service, please contact us by phone, letter, e-mail or fax.
- By phone: Please ring 0141 577 2200. During office hours we will put you through to an appropriate member of staff. Out of hours we should be contacted by e-mail.
- Outside office hours we ask you to give an outline of the complaint, we will then arrange for an appropriate member of staff to contact you.

In writing: Please send your letter, e-mail or fax to the Head Teacher.

Please give us:

- Full details of the problem;
- The name and yeargroup of the pupil(s) concerned
- The date of the incident(s) has taken place
- The class or area of the school in which the incident(s) has taken place
- Information so we can contact you (name, address, postcode, phone numbers (day and evening), fax number and e-mail address if you have one).
- When dealing with your complaint, we will acknowledge we have received it, investigate, and let you know what went wrong and what we are doing to put things right. We will contact you within two weeks, either with a full reply or to let you know the position if our investigation is not complete.

Step two

If you have followed step one and are not satisfied with our response, or if you have a more general complaint (for example, a policy matter) please write to, fax or email:

Mr M Ratter
East Renfrewshire Council
Fax: 0141 577 3276
Mark.Ratter@eastrenfrewshire.gov.uk

Our contact details:

Mr M Ratter
East Renfrewshire Council
211 Main Street
Barrhead
G78 1SY
Tel No 0141 577 3000
Fax No 0141 577 3276

Step three

If you have followed steps one and two and are still not satisfied, you may ask your local Councillor to raise the matter with our Director of Education.

We accept that there will be times when our mistakes will cause problems, we can only apologise and hope that we can come to a mutually acceptable solution.

Local Councillor
East Renfrewshire Council
Eastwood Park
Rouken Glen Road
Giffnock
G46 6UG
Tel No 0141 577 3000