

Rationale

Giffnock 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

1. Know how to raise a complaint
2. Know the procedures involved in the complaints process
3. Know how to take a complaint further

Guidelines

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 the Depute Head Teacher.
- The complaint can be presented verbally or 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

3 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 objective 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 Mhairi Shaw, Head of Service should be informed.

Mhairi Shaw
EMIS Unit
C/o St John's Primary School
Commercial Road
BARRHEAD
G78 1AJ

Tel 0141 577 8635

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

Care Commission
Central West Region
Paisley Piazza
Smithhills Street
Paisley
PA1 1DD

Tel 0141 843 4230

Monitoring and Evaluation

This policy will be monitored by the whole staff and evaluated **annually in August** by the staff team.