

# Kirkcaldy High School

## Complaints Policy 2024/25 (Families and Community)



Kirkcaldy High School

Complaints policy / procedure

December 2024

### Raising a complaint with us

If you wish to make a complaint, we will ask that this is emailed to us at [kirkcaldyhs.enquiries@fife.gov.uk](mailto:kirkcaldyhs.enquiries@fife.gov.uk).

Your complaint will be dealt with by the most appropriate manager, depending on the nature of complaint. This maybe the Principal Teacher of a curriculum area, a Depute Rector or by the Rector.

We will investigate any complaint and will respond within 5 working days. If we require longer, due to the nature of a complaint, we will advise you of this and the need for an extension. This would be another 5 working days maximum.

If you prefer, you can write to us with your complaint and send to our school address:

Kirkcaldy High School

Dunnikier Way

Kirkcaldy

KY1 3LR

**N.B.** The same policy will apply as above, from the date of receipt of the complaint.

All complaints are logged, recorded and the data from these is analysed to support improvement.

### What happens if I am not happy with the outcome?

If you are not satisfied with the outcome of a complaint, you can appeal this. Again, you would email back to our school and a manager at a level above will then review the complaint and respond to you accordingly. Again, this would be within 5 working days and the same provision exists around extensions to this.

### What happens if I want to complain to the local authority (Fife Council) about Kirkcaldy High School?

If your complaint is regarding a situation in school, the school is best placed to support and deal with your concerns.

If you feel that your concern is very serious, you can raise this concern directly with the Rector of Kirkcaldy High School. This would follow the process outlined above. This would be deemed as a Stage 1 complaint.

If you are not satisfied by the outcome of this, you can escalate this to the local authority by emailing [Education.Operations@fife.gov.uk](mailto:Education.Operations@fife.gov.uk) . They will then, depending on the concerns, either ask for the school to respond or escalate to the Education Manager / Quality Improvement Officer that has responsibility for the school. This would be deemed as Stage 2 in the process.

If you are still not satisfied, you would respond to the same email address where the complaint would then be reviewed within the central team / Head of Service. An outcome would then be shared with you.