



## Complaints Policy

### Rationale

Annette St Primary School is committed to providing a safe, stimulating, consistent, and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put right and learn from our mistakes.

### Aim

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and ensure the welfare of all children and families.

### Objectives

- Follow procedures in [Management Circular No 89](#) - Dealing with complaints
- To provide a quick, simple and streamlined process for resolving complaints early and locally.
- To take particular care to identify complaints that might be considered serious, high risk or high profile, as these may require particular action or raise critical issues that need senior management's direct input.
- Provide parents/carers with information on how to make complaints.

### Guidelines

These guidelines identify to parents and carers the appropriate methods through which they are able to register a complaint about any aspect of the service offered by the school. It is always hoped that any concern can be addressed and resolved through discussion with relevant staff in the school. Parents and carers have the right to know that any complaint will be dealt with appropriately and professionally.

### What is a complaint?

- A complaint is an expression of dissatisfaction by one or more members of the public about the local authority's action or lack of action, or about the standard of service provided by or on behalf of the local authority.

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What is a high risk or high profile complaint?

- involve a death or terminal illness
- involve serious service failure, for example major delays in providing, or repeated failures to provide a service
- generate significant and on-going press interest
- pose a serious risk to local authority operations
- present issues of a highly sensitive nature, for example concerning: a particularly vulnerable person
- Child protection.

### How to deal with complaints?

Stage one - Front line resolution;

- In the event of a minor complaint, parents and carers should initially address any concerns to the child's teacher, then a member of the management team. The aim is to respond to complaints at the first point of contact. If the management team, including the head teacher are not able to resolve, the complaint goes to stage 2.
- Complaints received verbally, face to face or in writing will be responded to within 5 working days.
- In exceptional circumstances there may be a need to extend the resolution timescale by a further 5 days. This can be done with agreement from the parent/carer, however must be in writing to the parent/carer to advise why we cannot investigate their complaint within 5 working days.
- If within the school we cannot sort out a parent/carer complaint within 5 working days we will investigate it further at stage 2.

Stage 2 - A complaint must be escalated to the investigation stage when:

- Frontline resolution has failed; the customer remains dissatisfied and requests an investigation into the complaint. This may happen immediately, or up to 6 months after the event
- the customer refuses to take part in the frontline resolution process
- the issues raised are complex and require detailed investigation
- These complaints will be acknowledged by the CLU within 3 working days and the investigating officer will respond within 20 working days.
- If after investigation the complaint remains dissatisfied with the response, they can refer their complaint to the SPSO. Parents/carers will be advised of this as part of the response to the investigation stage.

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- If the complaint concerns alleged racism, or if there is a racial element to the complaint, establishments should seek advice from a member of Education's Race Equality Team (0141 287 4724 or 4787).
- All information will be kept confidential and only used as allowed under Data Protection Act 1998.
- Parents/carers can make a complaint in the following ways:
  - ✓ Write; send us a letter or fill in the [Freepost](#) form. Parent/carer can hand this form or their letter in at any of the council's offices, or send it to;  
Freepost RLYU-GKGE-JGLJ  
Customer Care Team  
Chief Executive's Office  
Glasgow City Council  
G2 9RZ. (They do not need a stamp.)
  - ✓ Phone; 0141 287 0900
  - ✓ Fax; 0141 287 4575
  - ✓ Online Use our online form; [www.glasgow.gov.uk/ContactUs](http://www.glasgow.gov.uk/ContactUs)

### **Managing unacceptable behaviour**

People may act out of character in times of trouble or distress. The circumstances leading to a complaint may result in the customer acting in an unacceptable way. Customers who have a history of challenging or inappropriate behaviour, or have difficulty expressing themselves, may still have a legitimate complaint.

A customer's reasons for complaining may contribute to the way in which they present their complaint. Regardless of this, we must treat all complaints seriously and properly assess them.

However, we also recognise that the actions of customers who are angry, demanding or persistent may result in unreasonable demands on time and resources or unacceptable behaviour towards our staff. We will, therefore, apply our policies and procedures to protect staff from unacceptable behaviour such as unreasonable persistence, threats or offensive behaviour from customers.

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Where we decide to restrict access to a customer under the terms of an **unacceptable actions policy**, we have a procedure in place to communicate that decision, notify the customer of a right of appeal, and review any decision to restrict contact with us. This will allow the customer to demonstrate a more reasonable approach later.

Our policy and procedure on unacceptable actions can be accessed via the link below: <http://connect.glasgow.gov.uk/article/11236/Site-Search?q=unacceptable+behaviour&go=Search>

### **Success Criteria**

We will manage complaints which comply with guidance from the Scottish Public Service Ombudsman, quickly and professionally.

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Policy to be Reviewed	August 2024