



# Broomhill Primary School



## Complaints Policy

At Broomhill Primary we are committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of the school community and public.

### Complaint Procedures

#### **Making a Complaint**

To make a complaint please contact the Head Teacher, Mrs Wendy Cameron, in any of the following ways:

- Visit the school
- Telephone 0141 334 5171
- Email [headteacher@broomhill-pri.glasgow.sch.uk](mailto:headteacher@broomhill-pri.glasgow.sch.uk)
- Write to the Head Teacher at Broomhill Primary School, 57 Edgehill Road, Glasgow, G11 7HZ. See Appendix 1 for a copy of our complaint/comment form which can be used if required.

#### **Procedures in Response to a Complaint to the School**

##### **Stage 1: Frontline Resolution**

In the case of an issue which is straightforward and easily resolved, requiring little or no investigation the school will:

- Acknowledge receipt of and respond to your complaint in writing within five working days.
- Offer you an opportunity to meet with a member of the senior management team to discuss the outcomes of the stage 1 investigation.
- Respond in the right way – for example, with an explanation, or an apology where we have got things wrong.
- Be effective in providing suitable solutions.
- Use information gathered to improve our service.
- Ensure you and your child does not suffer discrimination as a result of your complaint.
- Forward a copy of the school's written response about the complaint to the Education Services Customer Liaison Unit – in accordance with council guidelines.
- Provide information about next steps to follow if you are still unsatisfied.

##### **Stage 2: Investigation**

For issues that have not been resolved through Stage 1, or are more complex, serious or high risk then:

- The Executive Director of Education will appoint an investigating officer and will acknowledge receipt of your complaint within three working days.

- Respond to you in writing within 20 working days after a full investigation into the complaint has been conducted by a trained investigating officer.
- Complainants should preferably submit their complaint in writing along with the reasons why they remain dissatisfied and what they would like to happen as a result of an investigation into their complaint (Stage 2). A complaint can be escalated immediately, or up to 12 months after the event.

The Corporate Customer Care Team who manage complaints can be contacted by:

- Email [education.customerservices@glasgow.gov.uk](mailto:education.customerservices@glasgow.gov.uk)
- Write to the Corporate Customer Care Team, Customer and Business Services, Glasgow City Council, George Square, Glasgow G2 1DU.

### **Independent External Review (SPSO or other)**

If you are still unhappy about the outcome of your complaint, you have the right to have the matter considered by the Scottish Public Service Ombudsman who can be contacted by:

- Visit website [www.scottishombudsman.org.uk](http://www.scottishombudsman.org.uk)
- Write to the Public Service Ombudsman, 4 Melville Street, Edinburgh EH3 7NS

You usually need to do this within 12 months of first experiencing the problem about which you are complaining.

### **Other types of complaints**

There are special arrangements under the Education Acts if you want to appeal or complain about:

- Placing request appeals
- Exclusion from school
- School re-organisation proposals
- Child Protection
- Religious Education
- Sexual Health and Relationship Education

For further information about these types of issues please contact the head teacher.

### **Managing unacceptable behaviour by complainants**

The school understands that the circumstances leading to a complaint may result in the complainant presenting to school staff as angry or upset. However, we also recognise that the actions of complainants 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 the council's policies and procedures to protect staff from unacceptable behaviour from complainants, such as unreasonable persistence, threats or offensive behaviour.

