

Craigton Primary School General Complaints Procedure



Communication, written or spoken, is valued as part of the partnership between home and school. Co-operation between parents, staff and the wider community leads to a shared sense of purpose and a good atmosphere within the school. A general complaints procedure sets out clear procedures to be followed in the event of a complaint and gives a structured opportunity for all concerned to express and resolve concerns at an early stage.

The General Complaints Procedure does not cover complaints with issues relating to the Curriculum, Sex Education, ASN, Child Protection, Admissions, Exclusions and Staff Grievance. Further information regarding these issues can be obtained from the Head Teacher, in the first instance, thereafter the Education Department.

General Complaints Procedure for Dealing with School Complaints

At Craigton 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 our customers. Therefore we aim to ensure that:

1. Making a complaint is as easy as possible;
2. We treat as a complaint any clear expression of dissatisfaction with our service;
3. We treat it seriously whether it is made in person, by telephone, by letter or by e-mail;
4. We deal with it promptly, politely and, where appropriate, informally (for example by telephone);
5. We respond in the right way – for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
6. We learn from complaints and use them to improve our service, making policy and operational changes as appropriate.
7. At all times we will remain sensitive to the needs of those who contact us. For example, we will explain the procedure where we feel a written version will be inappropriate.

Complaints Procedure

Principles of the Complaints Procedure

The complaints procedure is built upon the following principles:

- Fairness
- Openness
- Partnership
- Transparency
- Based on Legal Rights, including Right of Appeal
- Confidentiality – to protect all concerned

Taken together these principles create a system which is committed to service improvement, and which protects the interests of everyone concerned. It is based on your legal rights and the highest standards of public service. All complaints and concerns will be investigated and action taken as a result.

Complaints Procedure

Customer Care

Everyone who is involved with Craigton Primary and Nursery Class is valued and important to us. Therefore the complaints system will respond to a wide range of individuals. Customers who raise genuine complaints should know that their complaints will always be taken seriously. We will listen to you. Your comments will help us to improve the service we provide you.

We value our Staff

We value all our employees and the work that they do. Using feedback from a Complaints Procedure will give us the opportunity to improve the service and shape the policy of the School and Nursery Class. Staff will be aware of the benefits of an effective Complaints Procedure and shall be encouraged to use it as a means of making improvements.

Formal mechanisms exist to deal with grievances, complaints and disputes for staff. These have been agreed nationally between the Scottish Government, Local Authorities and professional associations. Complaints of this nature are not covered within this Complaints Procedure.

What is a complaint?

Definition

Complaints are not routine enquiries or requests about a service. A complaint is an expression of dissatisfaction, however made, which suggests failure by the School to perform a function or provide a service in line with stated practices and policies.

Purpose of a Complaint

A complaint gives us the opportunity to:

- put something right which has gone wrong
- to restore the service to the required standard
- to ensure that faults are acknowledged
- provide a remedy

Complaints Procedure – Making your Complaint

It is important to provide feedback, in particular, when members of the public have concerns about the delivery of the service. When this happens, you should have easy access to an effective procedure to allow a quick resolution to your complaint. The complaints procedure has 4 stages.

Stage 1 (Informal)

The school will deal with the complaint and attempt to resolve the problem. The Class Teacher should be the first person to be advised of your concern. They should be given an opportunity to address the issues that are raised. All experience proves that the vast majority of complaints are best resolved informally, and at the point nearest delivery of the service.

Stage 2 (Formal)

If you remain dissatisfied, the complaint should be formalised either by completing a complaints form, obtainable from the School Office, or writing a letter. This will be acknowledged within 5 working days of receipt and will be dealt with by a senior manager e.g. Mary Clare Boyce, Laura Kennedy (Depute Head Teachers) or Lynsey Anderson, (Principal Teacher.) You will be informed of the outcome in writing.

Stage 3 (Formal-Advanced)

If you continue to be unhappy with the response, you can take your complaint to the Head Teacher, Alexander Thom, for investigation. To undertake this please follow the procedures as set out in stage 3.

Stage 4 (Local Authority)

If you remain unhappy with the response from the Head Teacher, you may wish to take your complaint further, you can contact

Customer Care team, Glasgow City Council, G2

0141 287 0900

Or use the online form at the following web address:-

<https://www.glasgow.gov.uk/index.aspx?articleid=16133>

Stage 5 (Ombudsman)

If you feel this remains unresolved, you can take your complaint to the Scottish Public Services Ombudsman. This is an independent organisation that will investigate your concerns.

The Ombudsman can be contacted at:

SPSO

Freepost EH641

Edinburgh

EH3 0BR

Freephone **0800 377 7330**

Online www.spsso.org.uk/contact-us

Website www.spsso.org.uk

Care complaints

We provide care services that must be registered with the Care Inspectorate. Anyone receiving care services from us has the right to complain, either directly to the Care Inspectorate, or to us. Customers may also receive care or support from other agencies under a contract with us. They may direct complaints about these services either to us (just like complaints about any council service) or directly to the Care Inspectorate.

To contact the Care Inspectorate and for more information visit

www.scswis.com/

Phone **0845 600 9527**

Fax **01382 207 289**

Complete an online complaints form

at www.scswis.com, or email

enquiries@careinspectorate.com

This Complaints Procedure is readily accessible to users of our service. Copies are available from the School Office. If you experience difficulty in obtaining a copy of the School's Complaints Procedure, please contact the School Administrator, Nicola Milne.

Tel:- 0141-882-2856

E-Mail:- NMilne@craigton-pri.glasgow.sch.uk

Framework for Complaints Procedure

Stage 1 Class Teacher

In the first instance, the Class Teacher should be contacted through the School Office to arrange a mutually suitable meeting. The School Office can be reached using the following:-

Craigton Primary and Nursery Class,

Tel:- 0141-882-2856

9 Morven Street,

Craigton,

E-Mail:-NMilne@craigton-pri.glasgow.sch.uk

Glasgow

G52 1AL

Stage 2 Principal Teacher or Depute Head Teacher

Lynsey Anderson, Stephanie Caldwell or Lynsey Kawmi (Principal Teachers) or Laura Kennedy (Depute Head Teacher) be contacted using the above telephone number and address.

E-Mail:-

Landerson@glow.ea.glasgow.sch.uk (Lynsey Anderson, Principal Teacher Nursery Class)

Gw17caldwellstephani@glow.sch.uk (Stephanie Caldwell, Principal Teacher)

gw10proctorlynsey@glow.ea.glasgow.sch.uk (Lynsey Kawmi, Principal Teacher)

lkennedy@glow.ea.glasgow.sch.uk (Laura Kennedy, Depute Head Teacher)

Stage 3 Head Teacher

If the complaint is not against Head Teacher, he will investigate. The complainant should make the complaint in writing to the Head Teacher using the School address in Stage 1. The Head Teacher will respond after a full investigation has been undertaken. If unresolved this should proceed to Stage 4.



Stage 4

Local Authority

Complaints in writing should be addressed to:-
Customer Care team, Glasgow City Council, G2
0141 287 0900

Or use the online form at the following web address:-

<https://www.glasgow.gov.uk/index.aspx?articleid=17112>

Stage 5

The Local Government Ombudsman

The Ombudsman can be contacted if you continue to be dissatisfied with your response by this stage.

Freepost EH641
Edinburgh
EH3 OBR

Freephone 0800 377 7330
Online www.spsso.org.uk/contact-us
Website www.spsso.org.uk

How do you make a complaint?

1. You can make a complaint in writing, by e-mail, by telephone or in person (by appointment through the School Office). If you are writing or e-mailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are e-mailing, please state if a reply by e-mail is required and, if not, please provides a full postal address.
2. Please refer your complaint to the appropriate person by referring to the Complaints Procedure.
3. For further information, please contact the School Office where Nicola Milne can give contact details for the most appropriate person for you to contact.

What happens next?

- We will reply within 5 working days from when we receive your complaint. If it is not possible to give you a full reply within this time – for instance, because a detailed investigation is required – we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.
- The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly.

Other types of complaints

The following types of complaints about education are dealt with in different ways. For further information contact Education Department. There are special arrangements under the Education Acts if you want to appeal or complain about:

- Admission to schools
- Exclusion from school
- School re-organisation proposals
- Additional Support Needs provision
- Religious Education
- Curriculum Issues
- Sex Education

Useful contacts

School Office Contact Details

Craigton Primary and Nursery Class,
9 Morven Street,
Craigton,
Glasgow
G52 1AL

Tel:- 0141-882-2856

E-Mail: NMilne@craigton-pri.glasgow.sch.uk

Principal Teacher / Depute Head Teacher / Head Teacher

Craigton Primary and Nursery Class, Tel:- 0141-882-2856
9 Morven Street,
Craigton,
Glasgow
G52 1AL

E-Mail:-

Landerson@glow.ea.glasgow.sch.uk (Lynsey Anderson, Principal Teacher Nursery Class)

Gw17caldwellstephani@glow.sch.uk (Stephanie Caldwell, Principal Teacher)

gw10proctorlynsey@glow.ea.glasgow.sch.uk (Lynsey Kawmi, Principal Teacher)

lkennedy@glow.ea.glasgow.sch.uk (Laura Kennedy, Depute Head Teacher)

Local Authority

Customer Care team, Glasgow City Council, G2
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