

Our ref: MR/JP

Date: 21 October 2019

**Education, Communities &  
Organisational Development**  
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Dear Parents

### **Inverclyde Complaint Handling Procedure and Process**

As part of our ongoing review of policy and procedures we have identified a need to revise who will deal with stage one of our complaints process in relation to schools.

From the Monday 21 October 2019, stage one of the complaint handling procedure will now be handled directly by the schools themselves.

If parents feel that their complaint has not been resolved to their satisfaction, then a complaint can be escalated to Education HQ at stage two of the complaint handling procedure.

As a result of this, all complaints sent in to Education HQ that have not been through stage one at school level, will be referred back to the school to respond to.

We strongly encourage all parents to try and resolve their complaint with the school in the first instance. This includes more informal concerns that can be raised with the school, either in person or in writing. Information about the complaint handling procedure is available at:

<https://www.inverclyde.gov.uk/council-and-government/complaint>

You can find out more about how the Council processes any personal data in the Council's Privacy Notice which is available at:

<http://www.inverclyde.gov.uk/privacy>

Yours sincerely



**Michael Roach**  
Head of Education