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Please return to: The Head Teacher  
Coltness High School  
Mossland Drive  
Wishaw  
ML2 8LY  
Tel: 01698 274920



# Complaints Leaflet For Coltness High School



Acting Head Teacher : Nancy Wilson

## Coltness High School Aims

*Coltness High School Staff working in partnership with pupils, parents and the local community to:*

- Deliver a curriculum which, by having a range of appropriate courses, teaching methods and well resourced learning experiences, ensures that all pupils realise their full potential
- Promote a caring environment in which our pupils are actively encouraged to take responsibility for themselves as members of our community
- Communicate effectively with all partners in the learning process: pupils, parents

### Working together for improvement

It is our intention to offer the highest level of service possible. However, we accept that there are times when things go wrong. In order to improve we need to be informed of such occasions. We hope that you will use this leaflet to communicate any areas of concern that may have arisen. Only then, working together, can we hope to achieve a level of service suitable for all

## Complaints procedure for Coltness High School

- When you telephone or write with a complaint, every attempt will be made to resolve the matter to your satisfaction, over the telephone. If further discussion is required however a face to face meeting with the appropriate personnel will be encouraged. In most circumstances this will lead to a satisfactory resolution of the situation
- If no resolution is reached or if communication breaks down, the procedure for registering a written complaint will be explained to you.
- If you wish to proceed with a written complaint you will be given a leaflet which identifies the correct procedure to be followed.
- The leaflet should be returned to the Education Department's Communications Unit where it will be logged and passed to the appropriate member of staff for attention.
- In most circumstances you will receive a written response to your complaint within 10 days. This will give details of the decision/action to be taken.
- If however the member of staff cannot act on the complaint within 10 days, a letter will still be sent out informing you of the reason for the delay and the action to be pursued.
- In such cases the school will try to ensure that the complaint is resolved and a response sent to you within 21 days from the receipt of the original letter.
- If you should remain dissatisfied with the outcome you should appeal in writing to Christine Pollock, Executive Director, Kildonan Street, Coatbridge, ML5 3BT.

## Details of complaint

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Daytime

Telephone No: \_\_\_\_\_

Have you raised this matter with a member of staff at Coltness High School before? **Yes / No**

If so, to whom did you speak?

\_\_\_\_\_

Please provide details of your complaint:

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