

## **Position Statement Formal Complaints Protocol for North Lanarkshire Schools**

### **Firpark Secondary School – School Protocols**

#### **Rationale**

We constantly strive to provide the best possible service to our pupils and their parents or guardians. We are however aware that sometimes stakeholders may not agree with our actions. It is important at these times that we have a framework as to how to progress these difficulties.

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#### **Aims.**

To ensure a shared understanding amongst all stakeholders of North Lanarkshire Councils Complaints Protocol For Schools.

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#### **Procedure**

Should a stakeholder feel the need to make a complaint they may do so by either directly contacting the school, or the local authority.

Parental complaints at Stage 1 should come to the Head Teacher to deal with.

#### **Stage 1**

1. A formal complaint recorded at Stage 1 will be sent directly to Head Teachers, with the locality Continuous Improvement Officer(CIO) / Education Manager (EM) copied in for information.
2. Where resolved through verbal dialogue, which is always the preferred option, please contact Robert Lindsay to remove it from the system.
3. Where a written response is required Head Teachers now sign these off and send a copy to Robert Lindsay.
4. Should the complaint be about the Head Teacher then a CIO/ EM will sign off the response.

#### **Stage 2**

1. When a formal complaint is recorded at Stage 2 a CIO/ EM will contact the complainant to clarify the issues.
2. Thereafter, the CIO/ EM will liaise with the Head Teacher to plan resolution.
3. Should the complaint remain and require a written response, then the CIO/ EM or Head of Service (HoS) will sign this off.

Should you have any further questions regarding the above then please contact Robert Lindsay on 01236 812606 at [LindsayR@northlan.gov.uk](mailto:LindsayR@northlan.gov.uk) or your CIO/EM in the first instance.

### **SQA Appeals/ Complaints**

Parents should in the first instance contact the school to discuss appeals/complaints in relation to SQA certification.

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### **Responsibilities**

Head Teacher: to investigate and respond to Stage 1 complaints.

CIO/EM: to liaise with Head teacher to plan resolution of complaint.

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### **Monitor and Evaluation**

In line with local authority guidelines

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### **Supporting Documents**

Please also direct parents to the council's website which explains the complaints handling process and add a link to your school website as required:

<https://www.northlanarkshire.gov.uk/schools-and-learning/maintaining-school-standards/school-complaints>