

MAVISBANK SCHOOL

COMPLAINTS PROCEDURES

In Mavisbank School we would hope that all users would feel comfortable about approaching any member of staff to discuss an issue of concern and would deal effectively and promptly with their complaint.

- ❖ In the first instance the member of staff would attempt to sort out the difficulty.
- ❖ The nature of the complaint and the action taken would be noted in the complaints incidents book.
- ❖ The Head Teacher would be informed of the nature of the complaint, the action taken and the resulting outcome.
- ❖ If no solution is reached, the complaint would be referred to the Head Teacher who would meet with the person who had instigated the complaint.
- ❖ If there was no resolution to the problem the complainant would be issued with N.L.C.'s "complaints" leaflets and invited to register a written complaint with the Authority (see Appendix 1)
- ❖ Parents should also be informed that they have the right to register their complaint with the Care Inspectorate (see Appendix).
- ❖ Reviewed by John Lochrie, Eileen McDonnell Sept 2014
- ❖ Date of next Review: Sept 2017