



## Holmston Primary Complaints Procedure for Parents and Carers

### Supporting Families and Carers to Address Complaints

We strive to ensure that we are doing the best for your child and for all of the children in our care. If there is ever an issue, then we are here to help and support.

In all cases, we ask that you speak to a member of staff to raise a concern or issue which provides the opportunity to address the problem and try to find a suitable outcome.

This can be a discussion in person, a letter, email or a phone call. (Please note that if it is an urgent concern you should either call or speak to a member of staff as messages/emails/letters may not be read during the school hours.)

If, however, this is not concluded or you feel that it has not been sufficiently addressed, you can follow the complaints procedure:

1. You can make an appointment to speak with the class teacher.
2. You can ask for one of the Principal Teachers, Kerry Malcom, Lee Parris-Brown, Caryn Taylor
3. You can ask to speak with the Depute Headteacher, Katie Reid.
4. You can then arrange to speak to Richard Hardy (Head teacher) if it has not been resolved in a way that you are satisfied

If you have tried to resolve the issue with the school and it has not been actioned appropriately or you are not satisfied with the result, you can use the South Ayrshire Complaints Procedure.