



Complaints Policy Newburgh Mathers School

We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.

We believe a complaints procedure can contribute to the quality and effectiveness of the service. This policy sets out a procedure for parents and carers to complain about any aspect of the service. Complaints should be made constructively and every effort will be made to resolve them at an early stage. It is in the best interests of parents, carers, children and staff if complaints are dealt with fairly and confidentially.

We shall respond to the comment or complaints of all parties as promptly and as positively as possible.

- In the first instance, the complainant should contact the member of staff for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint should be supported by a friend, relative or representative at different stages of the procedure, if they wish.
- If the problem remains unresolved, then the complainant should contact the Head Teacher either by letter, telephone or in person. The Head Teacher is not always immediately available but the school administrator can make an appointment at a mutually suitable time. This is **Stage One** of Aberdeenshire Council's complaints procedure.
- The Head Teacher will listen to the complaint and investigate the circumstances surrounding it.
- The Head Teacher will report back to the complainant and try to resolve the problem.
- We aim to resolve the complaint within 5 working days.
- This Stage One complaint can also be made by contacting Aberdeenshire Council.

- If the complaint cannot be resolved, you can ask for the matter to be moved to **Stage Two**. This often involves the input of the school's Quality Improvement Officer.
- Your Stage Two complaint will be acknowledged within 3 working days and a full response will be made within 20.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers.

This procedure is on display on the notice board for parents to view.

We comply with Aberdeenshire Council's *Guide to the Complaints Handling Procedure*, a copy of which can be had from the school office, from www.aberdeenshire.gov.uk or from local libraries.

Policy reviewed	May 2016
Next Review	May 2018