



AUCHTERELLON PRIMARY AND NURSERY SCHOOL

COMPLAINTS POLICY



August 2011

Complaints Policy

At Auchterellon Primary and Nursery 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 statement 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 that complaints are dealt with fairly and confidentially.

- At Auchterellon Primary and Nursery School we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the nursery staff for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- If the problem remains unresolved, the complainant should contact the Head Teacher, Mrs McGowan, either by letter, telephone or in person. The Head teacher is not always immediately available, but the school administrator or clerical assistant will be happy to make an appointment at a suitable time.
- The Head teacher will listen to the complaint and investigate the circumstances surrounding it.
- The Head Teacher will then report back to the complainant and try to resolve the problem.
- If the complaint cannot be resolved at school level, the complainant or the Head Teacher may contact the Quality Improvement Officer

Mrs Fiona Cruickshanks
Banff and Buchan Area
Education, Learning and Leisure Office
St Leonards
Sandyhill Road
Banff
AB45 1TA

- Complaints will be acknowledged within 5 working days. Please allow 28 working days to investigate a complaint.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers of the Care Commission in the case of Nursery. Otherwise it is confidential.
- Should parents wish to contact the Care Commission direct they may call **01224 793870**.
- This procedure is displayed in the nursery for the information of parents and visitors.

We comply with Aberdeenshire Council's "Procedure for Council Employees" on Comments Compliments and Complaints. Copies of this policy are available from the local library or www.aberdeenshire.gov.uk.

- The value, benefits and overall approach from the implementation of this policy and procedures will be reviewed annually.
- Any changes will be discussed and communicated to all staff immediately.
- Consultation on this policy as draft was with Auchterellon Home School Association, Auchterellon School Parent Council, Auchterellon School and Nursery Staff (Nov. 2012)

The Head Teacher at Auchterellon School welcomes feedback on this document

Contact:

Auchterellon School
Millwood Road
Ellon
Aberdeenshire
AB41 9FA

Tel: 01358 720863

E mail: auchterellon.sch@aberdeenshire.gov.uk