

Complaints and Compliments Policy

You can complain in person, by phone, email or by letter. We regard a complaint as any expression or dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. Anyone can complain who is the parent or legal guardian of a child or a person authorised to complain on his/her behalf. For example, a child's grandparent who is not the legal guardian needs authority from the child's parent or guardian. This would normally mean a note to show that the person responsible for the child has agreed.

We have a 2 stage complaints procedure.

Stage One – frontline resolution. In the first instance, please complain to the Office, telling them as much as you can about the complaint, what has gone wrong and what you want them to do to resolve the matter. A senior member of staff will be responsible for looking into complaints. We will give you our decision at Stage One within 5 working days or fewer unless there are exceptional circumstances. If we need further time, we will ask you to agree an extension of up to 5 further days.

Stage Two – investigation:

If you are dissatisfied with your Stage One response you can move to Stage Two. Stage Two deals with 2 types of complaints: those not resolved at Stage One and those not appropriate for Stage One, for example the conduct of a headteacher or those too complex for a headteacher to deal with.

When using Stage Two:

- We will acknowledge your complaint within 48 hours
- You will be contacted by the Investigating Officer for your complaint, who will usually meet you to confirm: the detail of your complaint, what you want to achieve, and if your expectations are achievable. In some cases, e.g. your complaint has been made in writing and is clear, there may be no need to meet. It is helpful if you present any evidence that you can offer in support of your complaint, e.g. contact details for witnesses, reports from other professionals, etc. if appropriate
- We will write to you confirming the details of your complaint, what you want to achieve, and what the investigation can cover
- We will give you a full, written response to the complaint as soon as possible and within 20 working days. If our investigation takes longer than 20 working days we will agree revised time limits with you and keep you updated on progress.

After we have fully investigated your Stage Two complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint you can:

Refer the complaint to the Care Inspectorate (Social Care and Social Work Improvement Scotland, SCSWIS) for Infant Community and Children's House.

Refer the complaint to the Registrar for Independent Schools for Elementary and Teens.

Both organisations can be contacted by the complainant at any time during the complaints process.

SCSWIS can be contacted through their website: www.scswis.com, or via e-mail to: enquiries@careinspectorate.com, or by telephone at 0845 600 9527. SCSWIS can also be contacted via post at:

Social Care Social Work Improvement Scotland
Compass House
11 Riverside Drive
Dundee
DD1 4N

The Registrar for Independent Schools can be contacted via e-mail through Education Scotland.

We are also keen to hear from you about what we do well or about activities and experiences we've managed particularly positively. Please let the office know of any examples so we can share these with our teaching and support staff.