



COMPLAINTS PROCEDURE

“The Education Committee has approved the following statement of principles and procedures:

Parents and schools separately can do a great deal to assist children’s educational development: together they can achieve even more. We will keep you informed of your child’s progress and we will deal confidentially with any information, which will help us in planning his/her education. We will keep you informed of our policies and procedures and will consult with you whenever a significant change is contemplated.

We rely on your support and we welcome your comments on the school.

If you are concerned about...

- a particular aspect of our work please arrange an appointment to discuss the matter with the Headteacher in the first instance. Where appropriate, the Headteacher may nominate another senior member of staff to act on her/his behalf.
- The Headteacher will listen carefully to what you have to say, establishing clearly the issue(s) of concern and, if appropriate, providing you with any relevant information. In some cases your concerns can be dealt with immediately, other matters may require more extended investigation.
- In any event, the Headteacher will notify you, normally within five working days of the school’s response.
- It is anticipated that, in most cases, the above steps will result in a satisfactory solution for all concerned.

If you are dissatisfied with the school’s response:

- Please notify the Headteacher that you wish to pursue the matter further. She/he will either review the proposed action or notify you of the appropriate officer of the authority whom you should contact: (see Useful Addresses)
- Contact the named officer by telephone or by letter at Education Division headquarters. The officer will investigate the matter and endeavour to resolve any difficulties. He/she will report the outcome to you, normally within five working days of being contacted.
- Nearly all matters of concern are resolved through the above procedures. If you remain dissatisfied, please contact again the officer involved in stage 2; he/she will review the situation and /or indicate what other avenues are open to you.
- In all cases, final appeal can be sought through the Chief Executive’s office.