



## Complaints Procedure

We value your complaints and use feedback to continually improve our service to our children and their families. Listening carefully to views and dealing well with your concerns when they arise is very important to us.

Complaints also give us valuable information we can use to improve the way we deliver our service and help us learn any lessons we can to prevent similar problems happening again.

**Stage 1-** Make your complaint to a member of the Management Team who will attempt to resolve and respond to your complaint face to face, by phone, or email. This may mean a face to face discussion or asking an appropriate member of Staff to deal directly with the complaint.

We will make every effort to deal with this immediately, certainly within 5 working days and if some investigation is required we will resolve it within 10 working days.

**Stage 2 –** If you are not satisfied with the outcome of your complaint a thorough and proportionate investigation will be carried out by the investigating officer, who is likely to be the Head Teacher. The complaint will be acknowledged and the name of the investigating officer sent within three working days.

**If you are still not satisfied you may contact:**

**Stuart Archibald, Senior Manager Pupil Support: 07795453358**