



## Mulbuie Primary School and Nursery Comments and Complaints Policy January 2016

We hope your child will enjoy their time at Mulbuie and we welcome comments or suggestions that could help us to improve our service. There is a suggestion box situated in the corridor in the school and in the nursery foyer, and feedback is regularly invited through the school newsletter and in surveys/questionnaires.

We work firmly within agreed policies which are available from the office on request. Our policies are based on Authority and National guidelines, and are reviewed on a rotating programme. The views of parents and community stakeholders are sought as appropriate in developing policies.

In accordance with the Highlands Council's Complaints Procedures, complaints can be made about:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Our standard of service
- Council or school policy
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure

If you feel you have reason to complain, please follow the procedures outlined below:

- Please make an appointment to speak with the class teacher/Nursery Early Years Practitioner. A note of your complaint will be made and any outcome recorded.
- If the matter needs to be taken further, the Head Teacher, Ms Hammond, will be informed. If appropriate, a meeting will be arranged or a discussion will be held by phone. Again, this will be recorded and any outcome noted.
- From here, if necessary, the matter will be brought to the attention of the Area Education Manager, who will decide what the next steps should be.
- Parents will be kept fully informed at each stage and will be invited to attend any meetings being held.

Should you feel unable to speak to the Class Teacher or Nursery Staff, please make an appointment to speak directly with the Head Teacher. Parents/carers are also able to contact either the Area Education Manager or the Care Commission directly with a complaint, if they so wish.

The addresses and telephone numbers are:

Area Education Manager  
Education Office  
Council Offices  
Dingwall  
IV15 9QN  
Tel: 01349 868241

Care Inspectorate  
1<sup>st</sup> Floor Castle House  
Fairways Business Park  
Inverness  
IV2 6AA  
Tel: 01463 227630

Complaints will be investigated and any recommendations communicated to the Head Teacher.

### **Staff**

Staff grievances on any matter should be discussed with the Head Teacher, who will respond verbally within an agreed time. If dissatisfied, the local authority grievance procedure will be followed. (See Grievance, Disciplinary and Industrial Action Procedures located in the main school)