

2014

COMPLAINTS



'Aim for the Highest'

POLICY DOCUMENT

Complaints Policy

At Dalziel High School, we aim for the highest in all that we do. Sometimes, though, you may feel that you have a concern that you wish to raise. We follow North Lanarkshire Council Complaints Guidelines. In addition to these, we have our own comprehensive Complaints and Concerns Policy as part of our approach to Customer Care.

This policy states that if you contact us with a concern - either by telephone, email, visit, or letter - we will investigate your concern and inform you by telephone of our findings within the following timescales:

- If you phone us, it is our stated objective that we answer your call within 5 rings.
- Personal Callers will be attended to within 2 minutes.
- If you write to us and include a contact phone number, we will contact you within 48 hours.
- If no contact number we will reply by letter within 1 week.
- Emails received will be responded to within 48 hours.

Complaints

- If by telephone, we will respond to you within 48 hours.
- If by letter we will provide a verbal response within 48 hours.
- If in person, we will respond by providing an interview with a member of the Senior Management Team or relevant Principal Teacher.

In addition to this, we would also like to hear from you if you wish to praise an initiative we are undertaking, or an individual pupil for their actions.

How do I register a complaint/concern?

- By phone, stating the nature of your concern and leaving a contact telephone number so that we can return your call.
- By letter, stating the nature of your concern and leaving your address or phone number so that we can contact you.
- By visit, stating at the School Office the nature of your concern and - where possible - being directed to the relevant member of the Senior Management Team.

What happens next?

We will investigate your complaint/concern, and then contact you within the specific timescale to outline our findings and actions.

What actions do we take?

These depend on our findings, and have in the past involved special Year Group Assemblies where we discuss an issue to all involved. We have also included lessons in Health and Wellbeing where particular concerns have been addressed. Individual staff have spoken with Parents about issues, and staff have discussed concerns that have been raised. Should disciplinary action be required, we follow North Lanarkshire Council's and our own discipline policy recommendations. Actions taken are dependent on circumstances and evidence collation.

What if I am unhappy with the action taken?

Please contact us to let us know of your concerns. Hopefully this will not happen, as we will do our best to explain why a particular course of action has been taken. A contact for North Lanarkshire's Complaints Officer is available from the school office.

Pupil Complaints

Should pupils feel that there is a concerning issue impacting on their educational progress, contact should be made in the first instance with the pupil's Guidance Teacher. This will therefore allow for holistic support in resolving any concerning situations and their progress, as per the Dalziel High School Pastoral Support policy.

Complaints Monitoring

We recognise that we are the major focal point of the Community, and as such we take our responsibilities to you very seriously. Although we do our very best at all times, regrettably, we still receive a number of complaints/concerns every month and process these accordingly to resolve situations that occur.

As part of our ongoing commitment to self-evaluation and improvement, we value all feedback.

- We publish the Annual Survey results on our school website.
- We value your input and look forward to taking your suggestions further where possible.

If you remain unsatisfied with how your concern has been handled by the School and you have contacted North Lanarkshire Council at –

*Customer Support
Learning and Leisure Services
Municipal Buildings
Kildonan Street
Coatbridge
ML5 3BT*

Telephone: 01236 812548

Then, you have the right to refer it onwards to the Scottish Public Services Ombudsman.

The Ombudsman can be contacted at:

*SPSO
Freepost EH641
Edinburgh EH3 0BR*

Telephone: 0800 377 7330

Fax: 0800 377 7331