

You may be invited to come into school to discuss the concern with the investigating person and other staff, as appropriate.

Vexatious or Abusive Complaints

Almost all complaints are raised in a reasonable way.

If the complainant is vexatious or abusive on the telephone, the staff member will advise the caller that the call will be terminated if this continues. The Rector will be advised of such concerns and the appropriate action taken.

Feedback Timeline

Where possible, following discussion with the appropriate member of staff, initial feedback on any concern or complaint will be provided within two working days.

Where a more detailed response or further investigation is required, this will be provided within 20 working days (although most concerns or complaints are dealt more quickly than this).

In the case of serious concerns or complaint, the Rector will be notified and decide, in consultation with

others as appropriate, if further action is required. In such cases, written feedback will be provided by the Rector / Depute Rector within 20 working days.

A brief record of any discussions or agreed action will be documented.

Unresolved Complaints

It is hoped that all concerns or complaints can be resolved by school staff. If this is not possible, you may contact the Ellon Academy Quality Improvement Officer (QIO) at Gordon House, either by telephone or in writing. Your complaint will be recorded on Aberdeenshire Council's complaints database.

The QIO will contact you to discuss your complaint. He will advise you of the Council's complaints procedures. The QIO can be contacted at;

Mr M Hearn
Acting Quality Improvement Officer
Education Learning & Leisure Service
Gordon House
Blackhall Road
Inverurie
AB51 3WA

Telephone: 01467 620981

Ellon Academy

Compliments, Comments and Complaints

An information leaflet for parents and carers

May 2010

This leaflet highlights how much the school values compliments and outlines the procedures for raising enquiries or concerns about the services we provide. We hope it provides you with the information you require. The full 'Compliments, Comments and Complaints' Policy is available on the school website at: www.ellonacademy.org.uk

Compliments

Compliments to staff, pupils or members of the school in general, are to be welcomed. Positive feedback is essential for personal wellbeing, acknowledgement of a 'job well done', professional reputation and school ethos.

Concerns or Complaints

Our aim is to handle any concerns or complaints quickly and thoroughly. In particular we aim to resolve issues in order to allow teaching and learning to take place with as little disruption as possible for both the pupil and teacher.

We value both the interest in your child's education and co-operation in addressing any issues you feel there may be about the school and the services it provides.

We recognise that on occasion it may not be possible to agree about a particular issue. This leaflet explains how you can raise and progress a concern or complaint.

Concerns about your child

Telephone the school (01358 720715) and ask to speak to your child's Guidance Teacher.

| | |
|------------------------------|------------------------------|
| <i>Cheyne House</i> | <i>Mrs Fraser</i> |
| <i>Forbes House</i> | <i>Mr Montgomery</i> |
| <i>Keith House</i> | <i>Miss Robertson</i> |
| <i>McDonald House</i> | <i>Ms Scott</i> |
| <i>Sinclair House</i> | <i>Ms Watt</i> |

If the Guidance Teacher is unavailable, the office will pass on a message and he or she will telephone you back, normally within two working days of your enquiry.

Unresolved concerns

Your child's Guidance Teacher is the appropriate person to progress a concern involving your child.

If the concern remains unresolved, ask the Guidance Teacher to pass the matter to the Depute Rector linked to your child's House. The Depute Rector House links are:

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|------------------------------|-----------------------------|
| <i>Cheyne House</i> | <i>Mrs McClymont</i> |
| <i>Forbes House</i> | <i>Mrs McMillan</i> |
| <i>Keith House</i> | <i>Mr Stanger</i> |
| <i>McDonald House</i> | <i>Mrs Hall</i> |
| <i>Sinclair House</i> | <i>Ms Mudie</i> |

Should you remain dissatisfied with the Depute Rector's response, please ask for the matter to be referred to the Rector. The Rector will investigate your ongoing concern. Should you still be dissatisfied with the school's response, the Rector will direct you to the appropriate Local Authority representative.

If, following this lengthy process, the complainant continues to raise concerns with the school, the Rector will write, reiterating that the matter has been referred to the Local Authority. No further school correspondence will follow or a short response referring to previous communications will be provided. It is hoped that all concerns or complaints can be resolved within the school.

Concerns not involving your child ..