



# Milngavie Primary and EYC Complaints Handling Policy Summary paper

FEBRUARY 2024 (Updated)



## Quality Indicators

QI 1.2	Leadership of learning
Leadership of learning	Leadership of change
QI 1.5	Management of resources to promote equity
QI 2.2	Curriculum
QI 2.3	Learning, teaching and assessment
QI 2.6	Transitions
QI 2.7	Partnerships
QI 3.1	Improving wellbeing, equality and inclusion
QI 3.2	Raising attainment and achievement

This is an at-a-glance summary of the EDC Complaints Handling Procedure. The aim of this procedure is to give a more detailed breakdown of how the school will deal with Stage 1 complaints.

### **Stage 1**

Stage 1 complaints are managed through frontline resolution within 5 working days.

### **Receiving Complaints**

Stage 1 complaints may be submitted in the following ways:

Verbally – Face to face meeting or by telephone

In Writing – Letter or e-mail

Any member of staff who receives a complaint will do the following:

- Remain calm

- Listen carefully
- Ask questions if more detail is required to build a clear picture
- Clarify – Is this a complaint or a service request?
- Summarise the complaint (this is known as the Heads of Complaint)
- Record details
- Check that details are correct
- Explain next steps – Who will deal with the complaint and 5-day timescale for receiving a response
- Clarify how the complainant would like to receive feedback about the outcome
- Office staff will notify members of the leadership team by e-mail if a complaint has been received by the office

### **Investigating Complaints**

A complaint may require further investigation by a member of the leadership team.

Investigations involving children will take place on an individual basis using restorative questioning approaches wherever possible. Responses will be recorded and an overall summary will be recorded in pastoral notes, in line with information sharing protocol and GDPR.

Investigations involving members of staff will be carried out by the Senior Leadership Team. The Head Teacher will contact the link Quality Improvement Officer for advice in the first instance in the event of a complex complaint or an allegation about a member of staff.

Complaints/Allegations of bullying will be managed in line with East Dunbartonshire Council's Anti Bullying Policy and recorded in the Seemis Equalities Module.

The Headteacher will decide if a complaint requires an internal fact finding (paperwork in EDC Policy).

Anonymous complaints will be passed to the local authority immediately.

Complainants have the right to escalate their complaint to the Council if they are not satisfied with the school's response. This is known as a Stage 2 complaint.

### **Corporate Complaints Procedure Stage 2**

Investigation for complex complaints that require a more detailed investigation. Stage 2 gives the local authority a further 20 working days to resolve the complaint. If the complainant is not satisfied with the Council's response at Stage 2 then they may refer their complaint to the Scottish Public Service Ombudsman (SPSO). See EDC Complaints Handling Policy for more details.