

Bun-sgoil Ghàidhlig Inbhir Nis **Concerns Policy**

Policy for dealing with concerns

No matter how strong partnerships are, or how good strategies and policies are, things can still go wrong. It is important therefore to have clear arrangements in place so that staff and parents can work together to put things right. We do appreciate the assistance we receive from parents in addressing concerns when they arise.

We take your concerns and complaints seriously and welcome suggestions for improving our work in the school. Be assured no matter what you want to tell us, our support and respect for your child will not be affected in any way. Please tell us of your concern as soon as possible. It is difficult for us to investigate an incident or problem if it took place some time ago.

Most concerns and complaints can be sorted out quickly by speaking to your child's teacher. When parents and teachers treat each other with mutual respect this provides a very good role model for all our children.

You can raise a concern or complaint in the way that is easiest for you. This may be by talking, email, phone or in writing.

If, having spoken to the class teacher, you still have concerns, you should speak to the head teacher. She will investigate the problem and discuss her findings with you so that we can find a way forward together to put things right.

In the unlikely event of the problem remaining unresolved or in the absence of the Head Teacher you can put your complaint in writing if necessary, to the Area Education Culture and Sport Manager.

The procedure to be followed in the event of a concern or complaint being raised is summarised in the following stages:

1. Informal stage : Class teacher

- On being informed about your concern or complaint we will do our best to talk to you directly. The class teacher is your main point of contact at this stage.
- Parents discuss concerns with the class teacher.
- A dated note will be taken of the concern or complaint.
- We will find out straight away what you think would help.
- We will fully investigate your concern or complaint.
- We will provide you with a specific and personal response to your concern or complaint.
- We will respond to you as quickly as possible and certainly within ten working days (As per Highland Council's Policy).
- We will be clear about the solutions we can offer.
- Where appropriate, we will offer an apology.
- We will let you know about improvements which have been made as a result of your raising the concern or complaint.

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2. Formal Stage: Head Teacher

If no satisfactory solution can be found parents should refer their concern or complaint to the Head Teacher.

- The Head Teacher will immediately acknowledge your concern or complaint, orally or in writing. She will be your main point of contact at this stage.
- A meeting will be arranged to clarify and supplement the information given. This meeting will be offered as soon as possible but certainly within ten working days.
- The Head Teacher will investigate your concern or complaint further, interviewing witnesses as appropriate if the complaint centres on a pupil.
- The Head Teacher will keep written records of interviews, meetings, telephone conversations etc.
- Once all relevant facts have been established the Head Teacher will make a personal and specific response to your complaint or concern. If your concern or complaint was made in writing a written response will also be given.
- This response will be made within ten working days of our meeting with you. (As per Highland Council Policy)
- We will be clear about the solutions we can offer.
- Where appropriate, we will offer an apology.
- We will let you know about improvements which have been made as a result of your raising the concern or complaint.

3. Beyond the School: Area Education Culture and Sport Manager

If no satisfactory solution can be found at school level, or in the absence of the Head Teacher, parents should refer their concern or complaint to the Area Education Culture and Sport Manager. His contact details are as follows:

Mr. Hector Robertson
Area ECS Manager
ECS Office
13 Ardross Street
Inverness
IV3 5NS

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