

In limited cases, it may be necessary for third parties to be made aware of the complaint and possibly identify the complainant e.g. where the investigation brings to light the need to refer criminal offences to the police.

Anonymous complaints will only be considered in exceptional circumstances.

A record of all complaints will be held on a database in the office.

An annual report will be sent to the council. This will not identify anyone.

Any action to be taken against an employee as a result of a concern may be investigated under staff disciplinary procedures.

Finally

An effective system dealing with complaints and monitoring the results is significant in all quality assurance systems.

Effective communication throughout the whole process is essential. Monitoring the complaints could lead to an improved service.



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BROUGHTON HIGH SCHOOL

Complaints Procedure

Parents' leaflet



Broughton High School Complaints Procedure

At Broughton High School we endeavour to resolve all complaints in school as quickly as possible. We follow the authority guidelines which are set out in the School Prospectus.

All complaints should be recorded in writing and dealt with within agreed timescales. Those reporting a concern will be kept informed of progress and given an explanation if deadlines are not met. Complaints will be investigated in a full and fair manner. They will be treated as confidential with information limited to those directly involved. All complaints will be recorded centrally. We will try to resolve any difficulties within ten working days, or at least provide a response within that time.

Matters concerning free meals, transport and bursaries will be dealt with by staff at Headquarters, East Market Street.

If the situation is not resolved in school then parents are advised to contact the school's Neighbourhood Manager – Karen Prophet, at the local area office.

If parents are still dissatisfied then they can write to the Advice and Conciliation Service or the Children and Families Department

City of Edinburgh Council
Children and Families Department
Waverley Court
4 East Market Street
EDINBURGH
EH8 8BG

The school will monitor complaints in order to adjust the service provided if this is considered necessary.

Guidelines and Procedures

Definition of a complaint

An expression of dissatisfaction about the standard of service, action or lack of action by Children and Families staff affecting an individual child or group.

A complaint may arise if an individual thinks the education service has

- Done something wrong
- Failed to do something they should have done
- Acted unfairly or impolitely

Complaints should be dealt with in school wherever possible. Complaints should be dealt with by guidance staff or the senior management team.

Action on receiving a concern

- Record the complaint
- Acknowledge that you have received the complaint and give a timescale in which we hope to resolve the situation
- Investigate
- We endeavour to promote conciliation rather than confrontation
- Everyone should feel that the complaint has been dealt with timeously and in a fair and equitable manner
- Following the investigation we will send a full response as quickly as possible. It should explain the outcome of the investigation and any action to be taken or proposed and any further action the person who stated the concern may wish to take.

Confidentiality

The concern will be dealt with in a confidential manner and knowledge will be limited to those directly involved.