

LAUDER PRIMARY SCHOOL COMPLAINTS PROCEDURES



Introduction

Your child's well being and progress matter and good co-operation/communication between home and school is best for everyone. You should not be concerned about raising an issue with the school. At Lauder Primary School we welcome your comments as your feedback will allow us to improve the service provided.

This complaints procedure refers to matters relating to your children at school. The procedure assumes that the complaints are being made to the Class Teacher, Headteacher (HT) or Depute Headteacher (DHT).

Do not allow your complaint to become a community issue with a wide audience; your child deserves better than that. Please bring your issue directly to the attention of the school staff.

To Raise a Concern/Issue/Complaint

1. **The Starting Point.** Work out in your own mind exactly what you are unhappy about, what you believe has gone wrong and what you would like to see done to put things right.
2. **Sharing the Problem.** You should arrange to meet a member of staff face to face if possible. You will need to decide who it is you would like to see. There is no right or wrong answer as to who you should see. You may decide to meet with a Class Teacher in the first instance or you may prefer to meet with the Senior Management Team, Depute Headteacher or Headteacher. Who you see will depend on the nature of your complaint, but remember there is never a 'wrong person' to see.
3. **Contacting the School.** There are various methods that you can use to contact the school to arrange a time when you can sit down with the member of staff to discuss your concerns fully. Please see contact details at the end of this document.

You are always welcome to drop into the school but please bear in mind that, because of prior commitments, it may not be possible to see the member of staff immediately. However if this is the case every effort will be made to contact you at the earliest opportunity to make a convenient appointment.

You may wish to write or telephone first outlining your concerns. If the member of staff requires time to find out more, consult someone else or think about a solution, give them time, but arrange an appointment to discuss the possible solutions to your worries.

4. **Solving the Problem.** When a solution is suggested, be reasonable and if necessary accept a compromise that may resolve the situation. Give the

solution time to work with an agreement to review the situation after an agreed period of time has passed.

5. **Facing up to Difficulties.** If you are unsatisfied with the response being given make it clear to the member of staff that this is the case. If you have been dealing with the Class Teacher up to this point ask for a meeting where the Depute Headteacher or the Headteacher will be involved.
6. **Final Step.** If you are still unhappy following involvement of the Senior Management Team then you should follow the Scottish Borders Policy, “How To Make A Complaint” (2006). Copies of this policy are available from the School Office, by contacting Scottish Borders Council, 01835 824000 or email enquiries@scotborders.gov.uk.

You may also contact your local councillor and ask for their help.

CONTACTING THE SCHOOL	
Telephone	01578 722346
Fax	01578 722346
Email	avannan@scotborders.gov.uk Headteacher gbrooks@scotborders.gov.uk School Office
Write	The Headteacher Lauder Primary School Crofts Road Lauder TD2 6QJ