



## Complaints Procedures

Jordanhill School is committed to providing high-quality services. We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us. This document describes our complaints procedure and how to make a complaint. It also tells you about our standards and what you can expect from us.

### What is a complaint?

A complaint is any expression of dissatisfaction about any aspect of the school's services.

### What can I complain about?

You can complain about things like

- Failure to provide a service
- Our standard of service
- Delays in responding to your enquiries and requests
- School policy
- Treatment by or attitude of a member of staff
- Our failure to follow proper procedure.

### What can't I complain about?

There are some things we can't deal with through our complaints procedure. These include

- A routine, first-time request for a service
- A request under the [Freedom of Information](#) (Scotland) Act or [Data Protection](#) Act
- Requests for compensation from the School
- Things that are covered by a right of appeal such as [exclusions](#) or a challenge to an [academic judgement](#)

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

### Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section on 'Getting help to make your complaint'.

## **How do I complain?**

You can complain in person by speaking directly to a member of staff, by telephone, in writing or e-mail via our [complaints form](#).

It is easier for us to resolve complaints if you make them quickly and directly to the [relevant person](#). They can then try to resolve any problems on the spot.

When complaining, tell us

- Your full name and relationship to any pupil attending the school
- As much as you can about the complaint
- What has gone wrong
- How you want us to resolve the matter.

## **How long do I have to make a complaint?**

Normally, you must make your complaint within six months of the event you want to complain about or finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

## **Confidentiality**

Any complaint or concern will be treated in a confidential and respectful manner. Knowledge of it will be limited to those directly involved and to such senior managers of the school as is necessary.

It is the school's policy that complaints made by parents should not rebound adversely on their children.

The school cannot rule out the need to make third parties aware of a complaint and possibly also of the identity of those involved. This would happen where, for example, a child's safety was at risk or it became necessary to refer the matter to the police.

Where a complaint is made against a specific individual, then that person will normally have a statutory right to be made aware of the complaint and to respond appropriately to the person handling the complaint. Action which needs to be taken under staff disciplinary procedures as a result of a complaint will be handled confidentially by the school.

## **What happens when I have complained?**

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages.

### **Stage 1 – Frontline Resolution**

We aim to resolve complaints quickly. This could mean an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 in no more than five school days, unless there are exceptional circumstances.

If we cannot resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you get our initial decision.

### **Stage 2 – Investigation**

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1 and those that are complex and require detailed investigation.

When using Stage 2 we will

- Acknowledge receipt of your complaint within three school days
- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- Give you a full response to the complaint as soon as possible and within 20 school days.

If our investigation will take longer than 20 school days, we will tell you. We will agree revised time limits with you and keep you updated on progress.

## Mediation and Appeals

The Scottish Public Services Ombudsman exists to investigate complaints against public bodies in Scotland. Jordanhill School is **not** a listed authority within the Act and does not fall within the terms of the legislation. The SPSO has confirmed that it cannot consider a complaint relating to the school.

If, after we have fully investigated, you are still dissatisfied with our decision or the way we dealt with your complaint, you can submit an appeal to the Board of Managers of the school.

The Board **cannot** normally consider

- A complaint that has not completed our complaints procedure (so please make sure it has done so before contacting the Board)
- Events that happened, or that you became aware of, more than a year ago
- A matter that has been or is being considered in court or by the Children's Panel, is the subject of an ongoing Police or Social Work investigation, is a Child Protection issue or would require the Board to have inappropriate access to confidential information.

A statement of appeal must be submitted to the Convener of the Board of Managers (via the Bursar) within 10 working days of receipt of the decision from stage 2 explaining the reasons for continuing dissatisfaction.

A formal appeal hearing will be convened within 10 working days (or otherwise by mutual agreement) of receipt of the written statement of appeal. A sub-committee of the Board will consider the appeal. The composition of the appeal committee will be determined by the Convener, but will have a minimum of three members. Staff representatives on the Board will not normally participate in such hearings.

The appeal committee will respond in writing to the complainant within 5 working days of the date of the hearing.

In exceptional circumstances the school may seek the services of one or more suitably qualified individuals to consider the issues arising from a complaint which the Board is unable to consider. The timescale for consideration of any such appeal will be dependent upon the availability of such individuals.

## Mediation

Some complex complaints (where for example the complainant and/or other involved parties has become entrenched in their position) may benefit from a different approach. Using mediation can help both parties to understand what is driving the complaint and may be more likely to result in a mutually satisfactory conclusion being reached. This may also be helpful where the Board is unable to consider the complaint. While the school does not have a formal mediation service, parties wishing to consider alternatives to a complaint investigation or an appeal to the Board should enquire about this with the investigating officer.

## Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service.

We can take complaints from a friend, relative or advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

- Tel: 0131 260 5380
- Visit: [www.siaa.org.uk](http://www.siaa.org.uk)

### Our contact details

- visit: [www.jordanhill.glasgow.sch.uk/complaints](http://www.jordanhill.glasgow.sch.uk/complaints)
- e-mail:
- Telephone: 0141 576 2500
- Speak directly to a member of staff

## Quick guide to our complaints procedure

### Complaints procedure

You can make your complaint in person, by telephone, by e-mail or in writing.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly, but if it is clear that the matter will need a detailed investigation, we will tell you and keep you updated on our progress.

### Stage 1: frontline resolution

We will always try to resolve your complaint quickly, within **five working days** if we can.

If you are dissatisfied with our response, you can ask us to consider your complaint at Stage 2.

### Stage 2: investigation

We will look at your complaint at this stage if you are dissatisfied with our response at Stage 1.

We also look at some complaints immediately at this stage, if it is clear that they are complex or need detailed investigation. We will acknowledge your complaint within **three working days**. We will give you our decision as soon as possible. This will be after no more than **20 working days** *unless* there is a good reason for needing more time.

### Appeals

If after we have fully investigated, you are still dissatisfied with our decision or the way we dealt with your complaint you can submit an appeal to the Board of Managers of the school. We will tell you how to do this when we send you our final decision.