

**We have a 2 stage complaints procedure:****Stage One - Frontline resolution**

In the first instance please complain to your child's school, telling them as much as you can about the complaint, what has gone wrong and what you want them to do to resolve the matter. A senior member of staff, either the Headteacher or Depute Head, will be responsible for looking into complaints. Heads are senior managers with a high level of responsibility for your child's learning and welfare and able to look into most matters. However, the Headteacher may refer the Stage One complaint to Education Services centrally, e.g. if it is about the conduct of the Headteacher or too complex to be dealt with at front-line service level. The school will give you our decision at Stage One within 5 working days or fewer unless there are exceptional circumstances. If we need further time, we will ask you to agree an extension of up to 5 further days.

If the Stage One complaint has been referred to Education centrally your response will come from there.

Stage Two – Investigation

If you are dissatisfied with your Stage One response you can move to Stage Two. Stage Two deals with 2 types of complaints: those not resolved at Stage One and those not appropriate for Stage One, for example the conduct of a Headteacher or too complex for a Headteacher to deal with. To move to Stage Two, you should contact the Head of Education and ask for a formal investigation under Stage Two. You can do this by asking the Headteacher of the school to move the complaint to Stage Two on your behalf.

When using Stage Two:

After we have fully investigated your Stage Two complaint, if you are still dissatisfied with our decision or the way we dealt with your complaint you can ask the Scottish Public Services Ombudsman (SPSO) to look at it.

The SPSO cannot normally look at:

- A complaint that has not completed our complaints procedure.
- Events that happened or you became aware of, more than a year ago.