

Craigclowan School



Complaints Procedure - Parents

Reviewed September 2025
Due for Review September 2026
D Lyon, Head



Introduction

The School has long prided itself on the quality of the teaching and pastoral care of its pupils. However, if Parents do have a complaint, they can expect it to be treated fairly in accordance with this Procedure.

Stage 1 - Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and amicably.
- If Parents have a complaint they should normally contact their son or daughter's Tutor or Form Teacher. In many cases, the matter will be resolved by this means to the Parents' satisfaction. If the Teacher cannot resolve the matter alone, it may be necessary for him or her to consult with the relevant Curriculum Coordinator, Head of Pastoral Care, Deputy Head or Head.
- Complaints made directly to the Head may be referred to the relevant Teacher or Head of Pastoral Care or Deputy Head unless she deems it appropriate for her to deal with it personally.
- The Teacher will make a written record of the complaint and the date on which it was received. Should the matter not be resolved then Parents will be advised to proceed in accordance with Stage 2 of this Procedure.

Stage 2 - Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the Parents should formalise the complaint in writing to the Head. The Head will decide, after considering the facts, the appropriate course of action to be taken.
- In most cases the Head will meet with the Parents concerned as quickly as possible to discuss the matter. If possible a resolution will be achieved at this stage.
- It may be necessary for the Head to carry out further investigations.
- The Head will keep written records of all meetings and interviews held in regard to the complaint.
- Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the Parents will be informed of that decision. The Head will give reasons for their decisions.
- If Parents are still not satisfied with the decision they should proceed to Stage 3 of the Procedure.

Stage 3 - Chairman of Governors

- If Parents seek to invoke Stage 3 following a failure to reach an earlier resolution, the Chairman of Governors is deputed to act.
- The matter will then be referred to the Chairman for consideration. He may involve other persons, at least one of whom may not be directly involved in the running of the School.

- If deemed necessary, it may require that further particulars of the complaint and related matters be supplied in advance of any hearing. Copies of such particulars will be supplied to the parties involved, not later than three days prior to the hearing.
- The Parents may be accompanied to the hearing by one other person. This person is usually a Teacher, or a friend.
- If possible, the group will resolve the Parents' complaint immediately without further investigation.
- Where further investigation is required the Chairman will decide how it should be undertaken. After due consideration of all facts they consider to be relevant, the Chairman will respond and make recommendations. They would aim to complete this process within three days working days of any hearing. The Chairman will write to the Parents informing them of the decision and the reasons for it. The Group's decision will be final and, if any, recommendations will be forwarded to the Head or Governors and where relevant the person complaining.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential as is required of the School by paragraph 6(2)(j) of the Education (Independent Standard) Regulations 2003. Disclosure may be required within the course of the School's inspection; or where any legal obligation prevails.

Behaviour of Complainants

The School has a duty to its staff to provide them with a safe place to work, free from harassment and abuse. For this reason, complainants are reminded that all complaints should be moderate and appropriate in tone. Personal abuse of the Head or members of staff, whether directly or in correspondence will not be tolerated under any circumstances. We will endeavour to resolve any complaints to the complainant's satisfaction or with an otherwise appropriate outcome. If a complainant feels that they have not obtained a satisfactory outcome, they can contact the Scottish Council of Independent Schools (SCIS) for advice on telephone number 0131 556 2316.

As a final resort, a parent may wish to contact the Care Inspectorate using the following means:

Tel No: 0345 600 9527

web: www.careinspectorate.com

Dougal Lyon
September 2025