



Complaints Policy

We are committed to delivering a quality service to all our users. We aim to take effective action to ensure standards are upheld and welcome being informed where they have not been satisfactory.

We believe a complaints procedure can contribute to the quality and effectiveness of the service. This policy statement sets out a procedure for parents and carers to complain about any aspect of the service. Complaints should be made constructively, and every effort will be made to resolve them at an early stage. It is in the best interests of parents, carers, children, and staff that complaints are dealt with fairly and confidentially.

- At New Machar we shall respond to the comments or complaints of all parties as promptly and positively as possible.
- In the first instance the complainant should contact the school for informal feedback. This may be all that is required to resolve the problem.
- Persons making a complaint may be supported by a friend, relative or representative at different stages of the procedure.
- The Senior Leadership Team will listen to the complaint and investigate the circumstances surrounding it.
- The Senior Leadership Team will then report back to the complainant and try to resolve the problem.
- Complaints will be acknowledged within 5 working days. Please allow 28 working days for a complaint to be investigated.
- A record of complaints is kept in school. It may be shared with Aberdeenshire Council officials or officers of the Care Inspectorate. Otherwise it is confidential.
- If the complaint cannot be resolved at school level, the complainant or the Head Teacher may contact the Quality Improvement Officer.

We comply with Aberdeenshire Council's "Complaints Procedures"

Full details of the Aberdeenshire Council Complaints Procedure and further information can be found at:

<https://www.aberdeenshire.gov.uk/contact-us/have-your-say/have-your-say-guide/>

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