

## When using Stage Two:

- We will acknowledge your complaint within 3 working days
- You will be contacted by the Investigating Officer for your complaint, who will usually meet you to confirm: the detail of your complaint, what you want to achieve, and if your expectations are achievable. In some cases, e.g. your complaint has been made in writing and is clear, there may be no need to meet. It is helpful if you present any evidence that you can offer in support of your complaint, e.g. contact details for witnesses, reports from other professionals etc. if appropriate.
- We will write to you confirming the details of your complaint, what you want to achieve, and what the investigation can cover.
- We will give you a full, written response to the complaint as soon as possible and within 20 working days. If our investigation takes longer than 20 working days we will agree revised time limits with you and keep you updated on progress.

## Some Frequently Asked Questions

### Q Will my Complaint be treated confidentially?

A To address a complaint, we may have to share it with colleagues within the Council or with people you mention in your complaint. If you don't wish a person mentioned in your complaint to be contacted, you should tell the person who is investigating it. However, if you do so it might mean that the complaint can't be fully investigated.

If the person investigating your complaint wishes to consult anyone outwith the Council who is not mentioned in your complaint, he or she will ask your permission. The exception to this is where it is necessary to share information in terms of Child Protection.

### Q What if I want to withdraw my complaint?

A Usually this will terminate an investigation but not always. It may be necessary to look into the complaint to ensure the quality of the service or for Child Protection reasons.

### Q Can a Complaint be Considered Unacceptable?

A Stirling Council has approved an Employee Guide for Dealing with Unacceptable Behaviour, which has been agreed with Clackmannanshire Council. Such behaviour includes, among other things, changing the substance of a complaint or introducing unrelated concerns, unreasonable persistence in pursuing a complaint such as refusing to accept explanations of what a service can and cannot do, and continuing to pursue a previously investigated complaint without presenting any new information.

Depending on the form of unacceptable conduct we will take appropriate action. For example, we may refuse to investigate a complaint where the complainant is unreasonable persistent. In such cases complainants will be informed of our decision and their right to refer the matter to the Scottish Public Services Ombudsman.

## What if I am still dissatisfied?

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 (so please make sure it has done so before contacting SPSO)
- events that happened or you became aware of, more than a year ago.

You can contact the SPSO:

**In person:**  
SPSO, 4 Melville Street  
Edinburgh, EH3 7NS

**Freephone:** 0800 377 7330  
**Website:** [www.spsso.org.uk](http://www.spsso.org.uk)

**By Post:**  
SPSO, Freeport EH641  
Edinburgh, EH3 0BR

**Online contact:** [www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)  
**Mobile site:** <http://m.spsso.org.uk>

Information to help Parents and Carers make the best choice

**Information Service: 01786 442626**

### Clackmannanshire Council

Phone 01259 450000  
Email [customerservices@clacks.gov.uk](mailto:customerservices@clacks.gov.uk)  
[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

### Stirling Council

Phone 0845 277 7000  
Email [info@stirling.gov.uk](mailto:info@stirling.gov.uk)  
[www.stirling.gov.uk](http://www.stirling.gov.uk)

### Formats

Copies of our leaflets are available by request in a range of other languages, large print and on audio tape. To request articles in any of these formats please email or call 0845 277 7000.



Education Service

## Making a Complaint

### A Guide for Parents and Guardians



# Introduction

Education Services recognise the vital role that parents play in supporting and strengthening their children's learning. We are committed, therefore, to fostering positive relationships with parents.

## We are keen to:

- Encourage good communication between schools, parents and families
- Create a productive partnership for the benefit of the child or young person
- Encourage personal contact between schools, parents and families
- Empower parents to support their children in partnership with schools; and
- Offer appropriate support to parents and families

Despite this, parents may wish to make a complaint. We regard a complaint as any expression or dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. The Education complaints process is part of Stirling and Clackmannanshire Councils' corporate complaints processes.

## Here are examples of education-related issues you might complain about:

- Delays in responding to your enquiries and requests – e.g. for information about your child's progress
- Failure to provide a service – e.g. where a child has a right to school transport
- Our standard of service – e.g. your child's right to be taught by qualified and competent staff
- Treatment by or attitude of a member of staff
- Council policy – e.g. you believe that a policy does not meet legal standards or national guidelines
- failure to follow proper procedure – e.g. child protection procedures

Your complaint can involve more than one service or be about someone working on our behalf.

## What can't I complain about?

Here are some things we can't deal with through our complaints procedure:

- A routine first time request for a service or action – e.g. informing the school that your child told you she is being bullied and asking them to resolve this.
- Requests for compensation from the Council
- Things that are covered by a right of appeal, e.g. Exclusion from school which has its own statutory process. In these cases we will give you information and advice to help you.

## Who can complain?

Anyone can complain who is the parent or legal guardian of a child or a person authorised to complain on his/her behalf. For example, a child's grandparent who is not the legal guardian needs authority from the child's parent or guardian. This would normally mean a note or another reasonable form of evidence to show that the person responsible for the child had agreed.

You can also authorise an advocate to complain for you. You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance, telephone 0131 260 5380; website: [www.siaa.org.uk](http://www.siaa.org.uk)

## What can I expect?

You can expect Education Services to:

- Work with you to find a solution that is in the best interest of your child
- To have your child's views taken into consideration
- To give you full information about the outcome of your complaint and any action that the Service takes if your complaint is upheld or partly upheld
- Tell you who is dealing with your complaint.



## How do I complain?

You can complain in person, by phone, email or by letter. We have a 2 stage complaints procedure.

## Stage One - Frontline resolution

In the first instance please complain to your child's school or nursery, 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 head teacher 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 Head may refer the Stage One complaint to Education Services centrally, e.g. if it is about the conduct of the Head or too complex to be dealt with at front-line service level.

The school or nursery 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 head or too complex for a head 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 email ([greerb@stirling.gov.uk](mailto:greerb@stirling.gov.uk)), phone (01786 442680), letter (New Viewforth, Stirling Council, St Ninians Road, Stirling FK82ET) or in person. Or you can ask the Head of the school or nursery to move the complaint to Stage Two on your behalf.