

Johnstone High School

Complaints Policy



Complaints Policy

In Johnstone High School we aim to provide a high quality service. In the event that any pupil or parent is unhappy with the level of service we provide we welcome the opportunity to resolve the matter at the earliest opportunity. All concerns and complaints are taken seriously and dealt with as a matter of urgency.

Procedures for parents

Parents may raise concerns in a number of ways:

- By telephone or email
- Through an arranged meeting
- By letter

Where a parent wishes to raise a concern this would normally be addressed to the pupil's Guidance Teacher. More serious concerns or complaints about previously raised issues should, in the first instance, be raised with the Depute Head Teacher with responsibility for their child's year group. The concern or complaint will be dealt with following the procedures outlined above. At this point the matter should be either fully resolved or if the complainant is still unhappy he/she should be advised of his/her right to complain directly to the Director of Education and Leisure Services.

Mr Robert Naylor

Director of Education and Leisure Services

Renfrewshire House

Cotton Street

Paisley PA1 1LE

Complaints may also be made to the local councillor or the Scottish Public Services Ombudsman. The Ombudsman will not normally accept a complaint unless the normal complaints procedure has been followed.

The Scottish Public Services Ombudsman

23 Walker Street

Edinburgh EH3 7HX

Procedures for pupils

Pupils may raise complaints in a number of ways:

- By speaking to their Guidance teacher or year head
- Through the pupil council

All concerns raised by pupils will be investigated following the procedures outlined above.

Complaints Policy

Depute Head Teacher Record

Complainant Date

Pupil Class

Nature of complaint	
Resolution	

Complaint acknowledged	Verbally	In writing	
Head Teacher informed			
PT informed			
Investigation conducted	Witness statements retained		
Response to complainant	Verbally	In writing	Date
PT informed of resolution			
Staff member spoken to			
Pastoral notes updated			