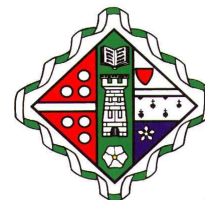


## **WELLINGTON SCHOOL COMPLAINTS PROCEDURES**



Wellington School welcomes suggestions and comments from parents. The school has a well established complaints procedure and takes seriously any concerns parents may raise. This information sheet will show you how to use our complaints system.

A complaint is regarded as any serious expression of dissatisfaction that needs a response.

We wish to ensure that parents wishing to make a complaint know how to do so and also understand that:

- we listen and take complaints seriously
- we respond within a reasonable time
- we respond in a courteous, efficient way
- we take action where appropriate

### **Should I complain or not?**

If as parents you have concerns, you are entitled to raise issues. If in doubt, you should contact the school as we are here to help.

### **“How should I complain?”**

You can talk directly to a member of staff, write a letter, send an e-mail, or telephone. Be as clear as possible about your concerns.

Any member of staff will be happy to help. It may be best to start with the person most closely involved – for example, to raise sports issues with the Head of PE. They may be able to resolve matters quickly, with the minimum of fuss. However, for more serious issues, you may prefer to take the matter to the appropriate Year Head, the Head of the Junior School, the Deputy Head or the Headmaster.

### **“What will happen next?”**

If you raise something face-to-face or by telephone, the matter can often be resolved immediately.

If you have made a complaint or suggestion in writing, we will contact you within five working days during term time, to respond to your concerns and explain how we propose to proceed.

In some circumstances, the person you contact will need to discuss the matter with a colleague and consider it further before responding. You will be given a date by which time you will receive a full response. If the issue needs to be investigated, a letter or report will be sent to you as quickly as

possible. This will tell you of the outcome of your complaint. It will explain the conclusion, the reasons for it, and any action taken or proposed.

#### **“What happens about confidentiality?”**

Your complaint or concern will always be treated with discretion and in a respectful manner. Knowledge of it will be limited to the Head and to those persons whom he considers to be directly involved. The Chair of the Board of Governors may also be informed. It is the school’s policy that complaints made by parents should not rebound adversely on their children. Similarly, your child should know that he/she will not be adversely affected or unfairly treated, if you make a complaint.

We cannot entirely rule out the need to make third parties outside the school aware of the complaint and possibly also the identity of those involved. This would happen where, for example, a child’s safety was at risk or it became necessary to refer matters to the police. In such cases, you would be informed.

While information relating to specific complaints will be kept confidentially on file, anonymous complaints will not be pursued.

Action which needs to be taken under staff disciplinary procedures as a result of complaints will be handled confidentially within the school.

#### **“What if I am not satisfied with the outcome?”**

If you are not satisfied, the Head will offer to refer the matter to the Chair of the Board of Governors. Alternatively, you may wish to write directly to the Chair. The Chair will call for a full report from the Head, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Chair will invite you to a meeting. You may wish to be supported by a friend, although legal representation would not be appropriate at this stage.

We hope that we shall be able to satisfy your concerns. If we are unable to do so, you may wish to seek legal advice. Serious complaints can also be addressed to your MSP or to the Registrar of Independent Schools in the Scottish Executive.

Additionally, parents of Nursery children may wish to contact the Care Inspectorate (South West Region) at 1st Floor, Rivergate House, Rivergate, Irvine KA12 8EH (Telephone: 01294 323920).

#### **“I don’t want to complain as such, but there is something bothering me”**

The school is here for you and your child, and we want to hear your views and your ideas. Contact a member of staff, as described above.

***Wellington School recognises and acknowledges your entitlements to complain and we hope to work with you in the best interests of the children and young people in our care.***

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**CONTACTS:**

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Craigweil Road  
AYR  
KA7 2XH

Tel: 01292 269321

Fax: 01292 272161

E: [info@wellingtonschool.org](mailto:info@wellingtonschool.org)

[www.wellingtonschool.org](http://www.wellingtonschool.org)

Additional contact for parents of Nursery pupils:

Care Inspectorate  
South West Region  
1st Floor  
Rivergate House  
Rivergate  
Irvine KA12 8EH  
Tel.: 01294 323920

**Headmaster:**

Mr S Johnson

[headmaster@wellingtonschool.org](mailto:headmaster@wellingtonschool.org)

**Bursar:**

Mr David Kennedy

[finance@wellingtonschool.org](mailto:finance@wellingtonschool.org)

**Deputy Head:**

Mrs C Smith

[csmith@wellingtonschool.org](mailto:csmith@wellingtonschool.org)

**Head of Junior School (and Nursery):**

Mr J Cox

[jcox@wellingtonschool.org](mailto:jcox@wellingtonschool.org)

**Assistant Head (Pastoral) & Child Protection Coordinator**

Mrs N O'Connell

[noconnell@wellingtonschool.org](mailto:noconnell@wellingtonschool.org)

**Assistant Head (Academic)**

Ms G Johnston

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SPJ

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