CALDERGLEN HIGH SCHOOL

HELP US GET IT RIGHT

COMMENTS
COMPLIMENTS
COMPLAINTS

August 2025

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1. COMMENTS AND COMPLIMENTS

Your views mater to us and will help us to ensure that we offer a constantly improving level of service provision for our young people and for our community. We welcome your opinions and would ask you to share them wit us regularly.

You may receive questionnaires at parents evening or be asked to complete an online survey and we would endeavour to address and concerns or issues through our improvement plans.

If you wish to leave a comment or a compliment in relation to a member or a matter of our school community then please use the form below:

https://forms.gle/ZapNHS6UcfDEANzf9

2. WHAT CONSTITUES A COMPLAINT

Informal Resolution A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about the school as a whole, about a specific department, or about an individual member of staff, and any matter about which a parent is unhappy and seeks action by the school is within the scope of this procedure. This also may include issues in the school community during school hours.

A complaint is likely to arise if a parent/carer/key stakeholder believes that the school has done something wrong, failed to do something that it should have done, or has acted unfairly. Members of our local community may wish to draw particular matters to our attention.

Parents/carers can be assured that all concerns and complaints will be treated seriously and with sensitivity.

Calderglen High School is here to serve our school community and you can be assured that your child will not be penalised for a complaint that you or your child raises in good faith.

If a complaint is made to the Headteacher or representative on an informal basis, she or a representative will consult the relevant people and respond within 5 working days.

3. THE TWO STAGE COMPLAINT PROCEDURE

Stage 1a– Informal Resolution by school

We are pleased that almost all complaints and concerns will be resolved quickly and informally.

If a parent/carer has a complaint they should normally contact their child's Head of House by email, telephone or in person by arrangement. The Head of House will acknowledge receipt of communication **within 3 working days.**

In many cases, the matter will be resolved straightaway to the parents' satisfaction. If the Head of House cannot resolve the matter alone it may be necessary for him/her to consult the Depute Head attached to the House group.

Complaints made directly to Depute Head Teacher will usually be referred to the relevant Class Teacher/Head of Department/House unless the Depute Head Teacher deems it appropriate to deal with the matter personally.

Should the matter not be resolved **within 5 working days** or in the event that the school and the parent/carer fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Complaints Procedure.

If a complaint is made to the Headteacher or representative on an **informal** basis, she or a representative will consult the relevant people and respond **within 5 working days**.

3.THE THREE STAGE COMPLAINT PROCEDURE CONT...

Stage 1b – Formal Resolution by school
If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing, using the Complaints Form (Appendix One). The Headteacher will decide, after considering the complaint, the appropriate course of action to take.

Receipt of the complaint will be acknowledged **within 3 working days**. In most cases, the appropriate Depute Head Teacher will meet, write or speak to the parents concerned, **within 10 working days** of receiving the complaint. If possible, a resolution will be reached at this stage.

It may be necessary for the Headteacher, or their nominee, to carry out further investigations.
Once the Headteacher is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing **within 15 working days** of the complaint being put in writing.

If parents/carers are still not satisfied with the decision, they should proceed to **Stage 2** of this procedure.

Stage 2 – Local Authority Involvement
If a parent/carer feels they have not had their complaint resolved by the school then they can progress the complaint to the local authority through the below 'Have Your Say on our Performance' link.
Have your say on our performance - South Lanarkshire Council

4. RECORDING COMPLAINTS

Following resolution of a complaint, the School will keep a written record of all formal complaints, i.e. complaints which reach Stage 1b or Stage 2 and any action taken by the School as a result of the complaint (regardless of whether the complaint is upheld).

5. APPENDIX ONE

Stage 1b formal complaint form-

https://forms.gle/ego5wChk3awfBZ9e9