



## PARENT COMPLAINTS PROCEDURE

Langside School is committed to providing the best possible service to those families which have entrusted individuals to our staff for their education and care. We are always ready to listen to feedback from parents and carers and will make every effort to improve the quality of our provision, promptly and to the satisfaction of all service users.

	Date	Signature
SLT Approved	July 2016	J Seaward
Review	July 2019	J Seaward
Review	July 2022	J Seaward
Review	July 2025	

## **COMPLAINTS PROCEDURE**

Langside School operates within an 'open door' policy. We want you to be happy and confident that you know you can contact us at any time, this either by telephone or a personal visit. Whilst it may not always be possible to see the person you wish to speak to immediately if you do 'drop in', we will make every effort to answer your enquiry immediately or make arrangements to speak to you again on the same day.

All your comments, suggestions, concerns or other issues are important to us and knowing of them helps us to continue to develop our provision for the maximum benefit of our students and others. If you any suggestions, a success you would like to celebrate with us, a worry or concern, then we want to hear from you.

Your first point of contact will normally be the teacher or therapist responsible for the area you wish to discuss. If you have a concern regarding the care or welfare of your child you may speak direct to the head of the relevant department.

Our staff will always listen carefully to what you have to say and try to resolve all issues as they arise. If you register a concern in your child's home/school diary it will usually be answered that evening.

Experience has shown that by far the greater majority of issues raised by parents or other members of our community are concerns rather than complaints and it is always our intention to deal effectively and speedily with these concerns before they become complaints. However, if you are not satisfied following your initial contact, or you believe that your concern is of a more serious nature, then you may speak directly to the Principal (or Assistant Head if the Principal is not available at that particular time) who will investigate the matter without delay and gather all available facts and related information. The investigation will be carried out in a sensitive, impartial and confidential manner which could involve taking written accounts and/or meeting with parents and staff involved. In any event we would expect to take no more than three days to answer any such complaint.

In the event that you are not satisfied with the response that you receive to your complaint then you should write to the Chair of Governors at the school giving full details of your complaint. The Chair of Governors, or another nominated Governor, will convene a Complaints Panel with the objective of impartially resolving the complaint and achieving reconciliation between the school and the complainant. The hearing will normally take place within 10 working days of the complaint being received and a letter detailing the Panel's decision/findings will be sent to all parties within three working days following the hearing. Whilst this is the final school based stage of our Complaints Procedure the letter will also contain advice as to what you need to do if you wish to take the matter further.

In all cases where the complaint concerns the conduct of the Principal, the Principal and the Chair of Governors must be advised of the complaint in writing. The Chair of Governors

thereafter will arrange for the matter to be investigated and if necessary follow the procedure outlined in the paragraph above. Where the complaint is against a member of the Governing Body that member will be informed of the complaint.

At Langside we pride ourselves on working in a close partnership with parents. We will always make every effort possible to ensure that our provision matches the needs of pupils and is delivered in a professional and caring way. If parents feel that Langside is not the correct placement for their child we would like to discuss this openly and honestly and work co-operatively to ensure the best for the pupil.