



Aberlour Primary School



Complaints Policy

KINDNESS PRIDE BELONGING ACHIEVEMENT

COMPLAINTS PROCEDURE

Here at Aberlour Primary School we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop.

We know that only by working together can we provide the best possible learning experience for our children. In line with the UN Rights of the Child Article 29: we believe that education must develop every child's personalities, talents and abilities to the full. We welcome suggestions on how to improve our school and seek to actively engage pupils, parents and the wider community in discussions to move the school forward.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. A parent who is concerned about any aspect of school provision should first of all talk over any worries and anxieties with the head teacher.

If this does not have a satisfactory outcome or if the problem recurs, the parent should put the concern or complaint in writing to the head teacher and request a meeting. An agreed written record of the discussion will be made. Most complaints should be resolved informally at this initial stage.

However, if the parent feels that there has not been a satisfactory resolution, he or she should contact the head teacher again. If the parent and school cannot reach agreement, the advice of the Education Department will be sought. An officer will help define the issues, review the actions taken so far and suggest further ways in which these might be resolved.

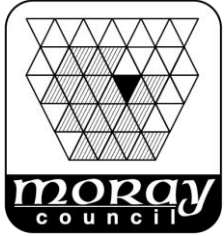
The Education Officer will keep all discussion confidential, will meet with the school staff if requested and will keep an agreed written record of any meetings that are held and of any advice that has been given.

We believe that most complaints are made constructively and can be addressed at an early stage. We also believe that it is in the best interests of the school and parents that all complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.



WE SHOW RESPECT AND HAVE FUN SO WE
CAN LEARN FROM EVERYONE!





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PRIDE

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This policy is informed by the following key rights:

- **Article 2** - the UNCRC applies to everyone, whatever their race, religion, abilities, views or family background
- **Article 3** - the best interest of the child must be a top priority in all decisions and actions that affect children
- **Article 5** – governments must respect the rights and responsibilities of parents and carers to provide guidance and direction to their child as they grow up and, so that they fully enjoy their rights.
- **Article 12** – every child has the right to have a say in all matters that affect them, and to have their views taken seriously
- **Article 13** – every child must be free to say what they think and to seek and receive all kinds of information as long as it is within the law
- **Article 19** - every child has the right to be protected from emotional harm
- **Article 24** - every child has the right to a clean and safe environment
- **Article 28** - every child has the right to an education
- **Article 29** - education must develop every child's personality, talents and abilities



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Ambitious to **Achieve Excellence** *Together*