



## Checklist

### *an effective complaints procedure*

- Do you make your complaints procedure available in a variety of formats? Are these easy to access, well publicised and easy to understand and follow?
- Are parents and staff aware of your complaints procedure? Are parents encouraged to make complaints or raise their concerns early?
- Are staff encouraged to have a positive attitude towards parental complaints/concerns?
- Does your procedure include reference to 'putting things right' and offering an apology when appropriate?
- Does your procedure reassure parents that their rights to confidentiality will be respected and next steps discussed?
- Does your procedure reassure parents that they, or their children will not suffer by way of repercussion or discrimination as a result of making a complaint?
- Do schools and the authority support parents, who face difficulties, to communicate their concerns or complaints?
- Can parents raise a concern with a member of the staff in the way that is easiest for them, either by talking, email, phone, or in writing?
- Are there arrangements in place to give feedback to parents who make complaints?
- Are clear timescales included in your procedure?
- Are there arrangements in place in schools for the headteacher, or another senior member of staff, to deal with unresolved issues?
- Do school staff have access to appropriate development opportunities for handling concerns or complaints?
- Is there a single point of contact at education authority level for matters that are not resolved at school level? Do schools know when and how to contact this person?
- Does the authority's complaints procedure under the Act fit with other formal or informal appeal routes e.g. placing request procedures?
- Does the authority have arrangements in place to offer mediation or independent resolution if required?
- Does the authority make parents aware of how to progress complaints or concerns if they are not satisfied at education authority level, e.g. where appropriate, the Care Commission, (in the case of pre-school provision), the local authority Chief Executive, the Scottish Public Services Ombudsman, etc?
- Do senior staff have arrangements in place to respond to complaints raised by the Parent Council?
- Does the authority have arrangements in place to respond to general concerns raised by Parent Councils which have not been resolved at school level?