**Midlothian Council**

**Complaints Procedure**

The Education Committee has approved the following statement of principles

and procedures:

If you are concerned about ...

a particular aspect of our work, please arrange an appointment to discuss the matter with the Head Teacher in the first instance. Where appropriate, the Head Teacher may nominate another senior member of staff to act on her/his behalf.

The Head Teacher will listen carefully to what you have to say, establishing clearly the issue(s) of concern and, if appropriate, providing you with any relevant information.

In some cases, your concerns can be dealt with immediately; other matters may require more extended investigation. In any event, the Head Teacher will notify you, normally within five working days, of the school’s response.

It is anticipated that, in most cases, the above steps will result in a satisfactory solution for all concerned.

If you are dissatisfied with the school’s response ...

please notify the Head Teacher that you wish to pursue the matter further.

She will either review the proposed action or notify you of the name of the appropriate officer\* of the Education Authority, whom you should contact.

Contact the named officer by telephone or by letter at Education Division headquarters.

The officer will investigate the matter and endeavour to resolve any difficulties. He/she will report the outcome to you,

Nearly all matters of concern are resolved through the above procedures. If you remain dissatisfied, again please contact the officer involved at stage 2; he/she will review the situation and/or indicate what other avenues are open to you.

In all cases, final appeal can be sought through the Chief Executive’s office.