

# Cults Academy



## Comments, Complaints and Compliments

**Working In Partnership**

**Parents - School - Community**

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**Cults Academy  
Quarry Road  
Cults  
Aberdeen  
AB15 9TP**

**Telephone: 01224 868801**

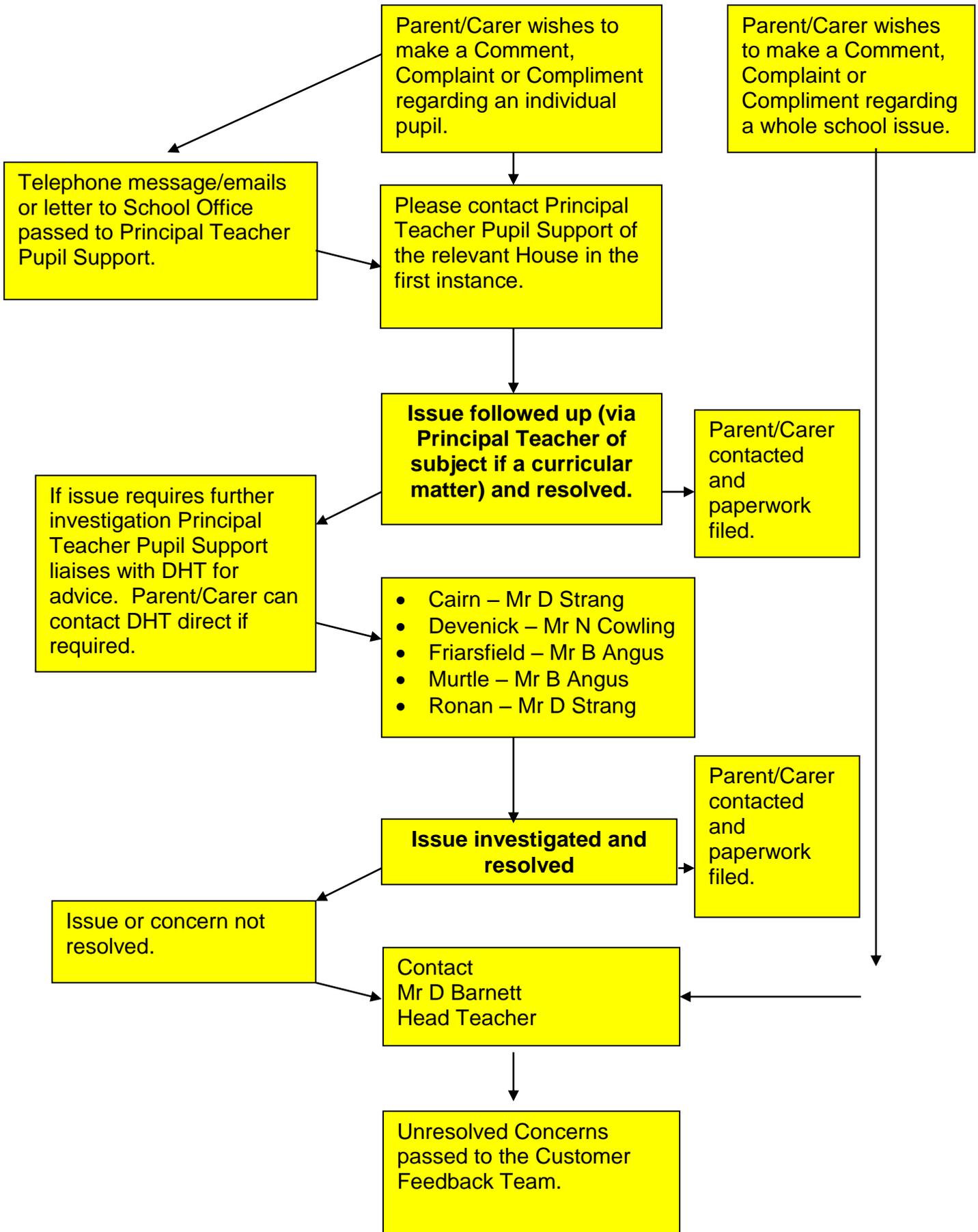
**Fax: 01224 865250**

**Email: [cultsacademy@aberdeencity.gov.uk](mailto:cultsacademy@aberdeencity.gov.uk)**

**Website: <http://www.cults-academy.aberdeen.sch.uk/>**

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## Comments, Complaints and Compliments Flow Chart



## **Working Together**

Cults Academy is committed to providing the best possible service for pupils, parents and other users of the school. We strive to achieve this by ensuring that teachers, pupils, support staff, parents and the local community can work in partnership.

Your comments, whether positive or negative, help us to plan for the future and can give valuable insight into how our service can be improved.

We are very proud of the interest that parents and carers show in their child's education at Cults Academy and we welcome co-operation in addressing any issues that parents may have about the school.

This booklet gives guidance on raising a concern, making a complaint or making a comment or compliment about Cults Academy. It also outlines how a complaint will be handled and agreed timescales.

## **Comments or Queries Regarding Individual Pupils**

For parents/carers, the first line of contact is your son/daughter's Pupil Support Teacher. Please telephone the school office (01224 868801) and ask to speak to Principal Teacher Pupil Support either by name or House (Cairn, Devenick, Friarsfield, Murtle, Ronan).

If the PT Pupil Support is unavailable the office will pass on a message, or put you on to voicemail, and he/she will phone you back, usually within one working day of your enquiry. Any concern will be investigated within three days, though it may take longer if a detailed investigation is required.

Your comment or complaint will be recorded by the PT Pupil Support along with any action taken or agreement reached and feedback will be provided to you where appropriate.

The PT Pupil Support is normally the best contact for all enquiries about pupils as they are aware of all relevant information and can work with all teaching staff in School to address issues.

The PT Pupil Support may suggest a variety of courses of action to address any query or concerns you may have. This may include Feedback from the relevant subject teacher about the issue.

At this stage the PT Pupil Support will also inform the Depute Head Teacher linked to your son/daughter's House of any issues and actions taken. A brief record of your concerns/comments and resulting actions will be made.

## **Serious Pupil Concerns not Resolved**

If you have concerns about your son/daughter which persist or you have a serious worry you should contact their designated house link Depute Head Teachers (DHT) by phone or letter. The Depute Head Teachers have responsibility for specific Houses:-

Cairn and Ronan – Mr D Strang  
Devenick – Mr N Cowling  
Friarsfield & Murtle – Mr B Angus

- We will contact you to acknowledge your concern or comment and how we will be taking it forward. Usually the DHT will investigate matters straight away and give you feedback. You may be invited in to School to discuss your concern with the DHT and any other appropriate members of staff. A brief record of your concerns and the outcomes of any enquiry will be kept.
- We will keep you informed of what is happening and any steps the School is taking following your enquiry/meeting. The vast majority of enquiries are dealt with quickly and in a matter of days.
- If the issue you raise is urgent, for example Health and Safety or Child Protection it will be dealt with as a matter of urgency.
- Your concerns will be looked into thoroughly and fairly.
- Your comment or concern will be dealt with honestly, politely and in confidence.
- If we have made a mistake you will receive an apology and be advised how we will improve things.

Again, a brief record of your concerns and the outcomes of any School enquiry will be kept.

## **School or Community Issues**

If there is a whole School or Community issue that is not about an individual pupil you should contact the Head Teacher by telephone 868801 or in writing. Your concern will be acknowledged and we strive to investigate matters straight away. You may be invited in to discuss your concern more fully. A Senior Member of Staff other than the Head Teacher may investigate any concern or complaint and report back to the Head Teacher depending on the context. You will be given a written reply to any serious complaints and if it is impossible to deal with a complaint straight away you will be informed of timescale.

If you have an urgent complaint and the Head Teacher is unavailable please contact one of the Depute Head Teachers who deputise for the Head Teacher when he/she is not in school.

### **Additional Support for Learning Act**

If your child has additional support needs under the Additional Support for Learning Act 2004, please contact the PT Pupil Support Curriculum with any concerns relating to specific support. If we are unable to fully address your concerns a representative from Aberdeen City Council Inclusion Team will get involved to try and find a solution.

### **Timescales for Dealing with Concerns or Complaints**

Aberdeen City Council's policy is that complaints are acknowledged within 5 working days and investigated within 20 working days of receipt. However, Cults Academy considers that given the school environment, concerns are dealt with quickly and in a matter of days.

*Is there a right of appeal? If concern is not dealt with by School or Council what happens?*

*If we are unable to resolve a concern or complaint within the School then you, or the School, can refer it to The Customer Feedback Team, (01224 523058) or see the link for the complaints page – all Aberdeen City Council's contact details are on there and also a link to comments / suggestions / compliments below that.*

<https://www.aberdeencity.gov.uk/services/have-your-say/make-complaint>

<https://www.aberdeencity.gov.uk/services/have-your-say/feedback-and-complaints/your-views-and-suggestions>

### **Compliments**

If you have any suggestions about how we can improve our service please email the School office or write or telephone the Head Teacher.

We very much appreciate receiving your comments and compliments when you think we have provided a good service. We aim to do our best at all times for the pupils in our care and for you as parents.

Positive feedback will always be passed on to the appropriate members of staff or pupils.