



HOW GOOD IS OUR SCHOOL? - COMPLAINTS PROCEDURES

A Message from Anna Lewis, Head Teacher and Moira Jones and Simon Tonner, Depute Head Teachers

We at Campsie View School are constantly striving to make sure that all aspects of your child's education and their care and welfare are of a high standard. We want to be sure that the pupils enjoy a quality experience. Please help us to provide this. Should you have any ideas, suggestions or complaints we would like to hear from you. Please add your comments below and we shall try, wherever possible, to act on your suggestions.

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Name and Address (optional)

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.....
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Tel.....



What should I do if I am not satisfied with any aspect of the service provided by the school?

1. First thing to remember is "Don't let a little niggle turn into a huge problem" - Talk to us! Telephone the school office on 0141-955 2339 and ask to speak to Anna, Moira and Simon. If we are not available at that time we will phone you back before the end of the day.
2. If it is something more serious or if it is of a confidential nature phone the office to make an appointment to see Anna, Moira and Simon.
3. If you are really worried - just come straight in.

Hopefully we will be able to resolve any difficulties quickly and easily. However, if you are still unhappy after discussions and subsequent investigations, you may prefer to deal with your complaint through East Dunbartonshire's Complaints Procedures. A copy is available from the school.

Should you simply have a suggestion or idea to improve our school, please fill in the above and return it to the school office.

COMMENT SHEET

My complaint was handled within the given timescale
(Please circle below)

Yes

No

I am satisfied with the manner in which my complaint was handled

Yes

No

I was happy that the complaint was resolved

Yes

No

I would like to make the following comments

Signed _____

Date _____

