



# Laurencekirk Primary School

## Customer Satisfaction

<b>Written</b>	<b>August 2016</b>
<b>Review</b>	<b>August 2018</b>

# Laurencekirk Primary Customer Satisfaction Policy



## United Nations Rights of the Child

Article: 12 Every child has the right to express their views, feelings and wishes in all matters

affecting them, and to have their views considered and taken seriously

Article 18 (parental responsibilities and state assistance) Both parents share responsibility for

bringing up their child and should always consider what is best for the child.

Article 13 (freedom of expression) Every child must be free to express their thoughts and opinions and to access all kinds of information, as long as it is within the law.

## Introduction

Laurencekirk School is committed to providing a high quality service and maintaining good relationships with parents and learners. It is important that staff and parents work together in the best interests of learners. We are aware that there may be occasions where concerns or complaints are raised. A complaint can be about any aspect of the running of the setting by any person. We will be open and accountable and will build trust and respect by listening and responding positively to complaints. Complaints will be dealt with fairly and confidentially and every effort will be made to resolve the complaint as quickly as possible.

## How was this policy created?

In line with the Complaints policies and procedures in Aberdeenshire Council to conform to the Public Service Reform (Scotland) Act 2010

Consultation with Laurencekirk staff.

## Definitions

**Definition of a query:** We regard a concern as information received in the form of a query to seek further information in order for the customer to decide if they wish to escalate to a complaint.

**Definition of complaint:** We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. (Aberdeenshire Council, Complaints Procedure) NB: Please see Appendix 1 for the criteria of what can and cannot be logged as a complaint.

**Definition of comment:** An opinion or concern that can often be dealt with by an informal chat or telephone conversation, without investigation.

**Definition of compliment:** An expression of thanks, delight or statement that highlights the good practice or etiquette of the service or employee.

## Customer Satisfaction Policy Aims and Purposes

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- To ensure that a clear and concise policy on sharing praise, concern and complaints is available to all.
- To meet the Government's complaints procedures
- To meet the expectations of the care commission
- To ensure a consistent approach in dealing with concerns and complaints.
- To learn from complaints and use them to make changes or evaluate service in order to improve our service to customers.
- To be appreciative of any compliments received, evaluate them and ensure that good practice remains and that it has positive impact on our staff and working.
- To publicly display how people can share their feelings about our service (Appendix 2)
- To create a log for public service scrutiny by Aberdeenshire Council, Ombudsmen and the Scottish Government

### Logging a Complaint/compliment

This policy should be read in line with Aberdeenshire Council's Complaints Procedure (Appendix 1 or located [https://www.aberdeenshire.gov.uk/media/14581/complaints-procedure-customer\\_v6.pdf](https://www.aberdeenshire.gov.uk/media/14581/complaints-procedure-customer_v6.pdf))

- A complaint/compliment can be logged by any member of the public, including our learners. This can be done in person (to any member of staff but preferably or Parental Relations Officer - Mrs Smith or Head Teacher, Mr Boyd), via telephone, in writing or as an e-mail to either [Laurencekirk.sch@aberdeenshire.gov.uk](mailto:Laurencekirk.sch@aberdeenshire.gov.uk) or [feedback.team@aberdeenshire.gov.uk](mailto:feedback.team@aberdeenshire.gov.uk)

If your complaint is about our Early Years Setting, you can also get in contact with the Care Inspectorate for further advice. This can be done anonymously Further information can be found in the complaints section of the SCSWIS website ([www.scswis.com/complaints](http://www.scswis.com/complaints))

You can choose to complain directly to the Care Inspectorate by either:

- fill in our [complaints form online](#)
- contact us on 0345 600 9527
- write to any of [our offices](#)

### Procedures for Compliments

- After logging a compliment with us, we feel it is important to share this with the member of staff. You have the right to make your compliment anonymous and should notify the member of staff you make it to if this is your wish.

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- This compliment will be logged in our Quality Assurance Evidence and will form part of our decision making policy for the impact on activities and may focus staff development on good practice highlighted.
- There will be opportunities through parental communication (Learning Journeys, surveys, Meet the Management and Parents' Evenings), however we would be delighted to hear compliments at any times.

### Procedures for Complaints (Stage 1)

- After a complaint is made to any member of staff, this will be passed to our Parental Relations Officer via a complaints form (Appendix 3) who will log it (via a spreadsheet) and investigate this. If this complaint is about our Officer then it should be directed to the Head Teacher. All complaints will be acknowledged in writing within 48 hours (plus postage time).
- Complaints about a member of staff's etiquette may follow Aberdeenshire Council's Human Resources Policies and Guidelines and outcomes directly associated with the employee may not be fully discussed or disclosed due to confidentiality and further investigation by professional agencies (General Teaching Council for Scotland and/or Care Inspectorate/ SSSC). We will however share what we can.
- Complaints about an issue that could be interpreted as a Child Protection Issue will be dealt with by the Child Protection Officer (Mr Boyd) and will follow Council Child Protection Protocol.
- Our Parental Relations Officer will then make contact with you to highlight the expected time for investigation and feedback. This is normally 5 working days but can be delayed due to other processes (such as those mentioned above). If there is any delay then you will be kept informed.
- If you feel that communication is not keeping you informed, please make contact with the Head Teacher.

### Feedback and Resolution to complaints

- The outcome will be shared with you in a timely manner (agreed throughout the process but normally in 5 working days) and may initially be via phone call. We would always follow a stage one complaint in writing and detail what you have complained about, what we have investigated and the outcome. If the complaint is upheld we will highlight how we will resolve it and learn from it.
- The complaint, investigation, outcome and copies of any correspondence will also be shared with the Feedback Team.

### Further complaint or not happy with the outcome

- If you are not happy with the outcome your letter will refer you to how you can escalate your complaint to be investigated by the Council and then the Public Ombudsman.

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- Further information can be found in Appendix 1.

### Early Years Setting

- The above mentioned process does not stop you contacting the Care Inspectorate for further information or to log a complaint. We would hope that you would contact us first.

### Training

- Complaints training is provided by ALDO for all employees.

### Change Tracking

Date	Description
Policy created	August 2016
Consultation period with staff	August 2016
Removed consultation with parents and children as policy is written in conjunction with Aberdeenshire Council	September 2016
Finalised	September 2016

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### Appendix 1

Available from [https://www.aberdeenshire.gov.uk/media/14581/complaints-procedure-customer\\_v6.pdf](https://www.aberdeenshire.gov.uk/media/14581/complaints-procedure-customer_v6.pdf)

### Appendix 2 (poster)

<http://aldo.aberdeenshire.gov.uk/mod/resource/view.php?id=3622>

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### Complaint / compliment (Frontline) - Appendix 3

Name of Customer	
Address of customer	
Email Address of customer	
Date of receipt of Feedback	
Details of feedback from the customer	
Staff name completing this form	
Have you performed any action to alleviate or resolve the complaint? What was it?	

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Outcome if resolved by yourself?		
Preferred method of contact with customer?	<b><u>Telephone/ Letter/ E-mail/ Person</u></b>	
Parental Relationship Officer		
Logged on database/spreadsheet		
Date and time of contact made with customer to introduce yourself		
What date did you agree for resolution		
Employee Etiquette concern?	<b><u>IF YES SEE HEAD TEACHER</u></b>	
Child Protection concern	<b><u>IF YES SEE HEAD TEACHER/CPO</u></b>	
Actions taken to investigate		
Call logs throughout	<b><u>Date/Time</u></b>	<b><u>Notes</u></b>
Outcome		



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Outcome discussed with HT	<u>Yes</u>	
Customer notified?		
Notified by writing		
Resolved in 5 working days?	<u>Yes</u>	<u>No</u>
Why not?		
Customer happy?	<u>Yes</u>	<u>No</u>
Feedback team informed	<u>Yes</u>	
Notes etc sent to feedback team	<u>Yes</u>	
Logged in SEEMiS	<u>Yes</u>	

### Further information

If the following errors please log into ALDO and then try again.

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### Employee Booklet on dealing with complaints

[http://aldo.aberdeenshire.gov.uk/pluginfile.php/18695/mod\\_resource/content/0/Complaints Procedure Employee v2.pdf](http://aldo.aberdeenshire.gov.uk/pluginfile.php/18695/mod_resource/content/0/Complaints Procedure Employee v2.pdf)

### Customer Booklet on dealing with complaints

<http://aldo.aberdeenshire.gov.uk/mod/resource/view.php?id=s3463>