

# Hanover Street School



## Compliments, Concerns & Complaints Procedure

<u>Relevant Performance Indicators</u>		
<i>HGIOELC (2016) &amp; HGIOS4 (2015) Quality Indicators</i>	1.4	Leadership and Leadership of Staff
	2.1	Safeguarding and child protection
	2.7	Partnerships
<i>Health &amp; Social Care Standards (2017)</i>	4.20	I know how, and can be helped, to make a complaint or raise a concern about my care and support.
	4.21	If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

<b>Policy Written By</b>	<b>In Consultation With</b>	<b>Date of Review</b>	<b>Date of Next Review</b>	<b>Changes Made</b>	<b>Signature(s)</b>
Gillian Forbes, Depute Head Teacher	Parents, 3C's pupil group, and school staff	Created November 2019	August 2020		<i>Gillian Forbes</i>



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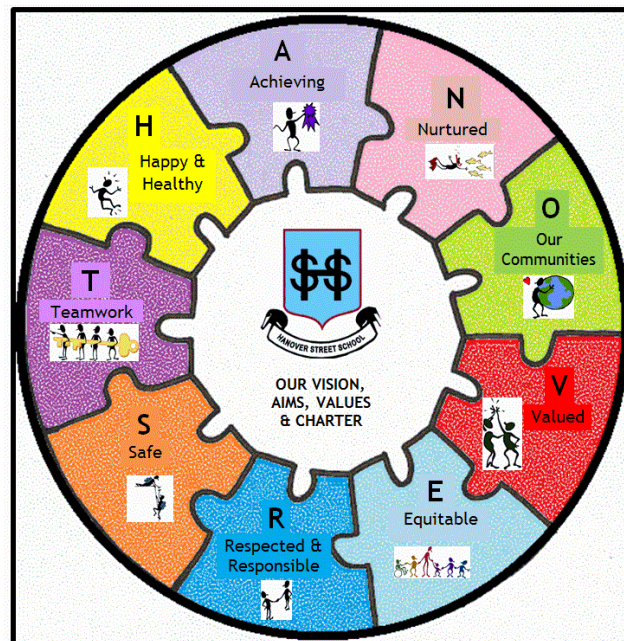
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## 1. Introduction

At Hanover Street School, we respect the rights of the people and partnerships within the school team and community. We believe that children, parents and staff should rightly have a happy and safe school experience, where potential is achieved, our communities are treated fairly, with nurture, responsibility, wellbeing, and feeling valued at the heart of our ethos.

These are summarised in the school's charter, below:



## 2. Aims

All members of the school community should expect courtesy and prompt, careful attention to their needs and wishes. We openly welcome *acknowledgement of successes* and good practice; we also welcome *suggestions on how to improve* our practices.

The aim of this policy is therefore to:

- recognise and celebrate our successes by gathering and sharing comments, compliments and achievements;
- ensure that any concerns or complaints are handled quickly, effectively and respectfully and that solutions are implemented which satisfy both the concerned party and the school;
- receive both compliments and complaints as effective feedback, which can be used to sustain and/or improve future practices.



### 3. Recognising and Celebrating Successes

We recognise and celebrate successes of our school community in a variety of ways.

- **Procedures for Pupils**

In line with our Positive Relationships and Behaviour Policies, successes are recognised frequently in classes. This may take the form of verbal and written praise and specific feedback, class dojo points, house points, use of stickers and certificates/other awards, wow/best work walls and other displays. Head Teacher certificates and other awards are presented at weekly assemblies.



- **Procedures for Parents/Carers**

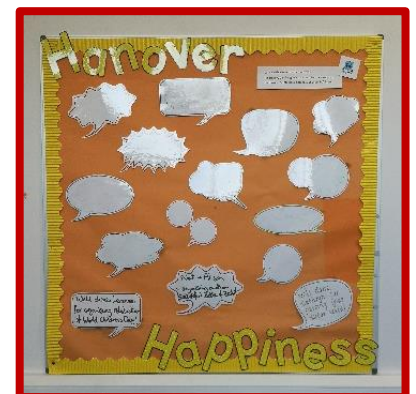
There are a variety of ways families can share their comments:

- Feedback through surveys or questionnaires
- Evaluative comments on open evenings (e.g. post-it notes)
- There is a comment/visitors' book at reception, where feedback can be given.
- There is also a compliments/feedback tree at the nursery entrance.
- Arrange an appointment with staff



- **Procedures for Staff**

As part of our strong collegiate ethos, staff are encouraged to recognise success in themselves and their team. A "Happy Hanover" wall is on display in our staff room, where we recognise the efforts of others. Successes are identified informally daily, weekly in staff meetings, and formally in Continuous Review & Development/Support and Supervision meetings. Often, nominations for various awards take place, sometimes with winning success!



If staff wish to share successes, they are encouraged to speak to the Senior Leadership Team.



- **Procedures for School Partners**

We greatly value feedback from all school partners. The comment/visitors' book at reception, as well as the compliments/feedback tree at the nursery, can be used. We often receive kind, positive feedback via e-mail also.

- **Sharing our Successes**

There is a "Comments and Compliments" section on the school website, where some of the achievements and compliments are shared with the wider community:

<https://hanover.aberdeen.sch.uk/category/achievements/comments-and-compliments/>

#### **4. Responsibilities for Concerns and Complaints**

All staff are encouraged and expected to take responsibility for any concerns. For teaching and non-teaching staff, raising concerns are a professional duty:

Teaching Staff: <https://www.gtcs.org.uk/regulation/complaints/copac.aspx>

Nursery Staff: <https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/>

We anticipate that most concerns will be resolved quickly using an informal, nurturing and restorative approach by the appropriate member(s) of staff. However, in the event that this does not achieve the desired result, we have a set of procedures for dealing with concerns, or formal complaints.

It is the responsibility of all staff, led and supported by the Head Teacher and Depute Head Teacher, to ensure that all complaints are dealt with.

#### **Care Settings - Duty of Candour**

Due to the nursery being a care setting, the "Duty of Candour" applies:

- <https://www.careinspectorate.com/index.php/duty-of-candour>
- <https://www2.gov.scot/Topics/Health/Policy/Duty-of-Candour>
- <https://www.gov.scot/publications/organisational-duty-candour-guidance/>

This means that, when a **serious adverse event** happens, the nursery must take specific steps to carry out their duty of candour.



On an annual basis, the nursery will also produce a short annual report showing the learning from any duty of candour incidents that year, publish it, and notify the Care Inspectorate that it has been published.

## **5. Reporting a Concern/Complaint**

### **• Procedures for Pupils**

At the heart of our school are the children and so pupils are encouraged to share any concerns. They are given opportunities to share these through:

- Various committee and pupil participation groups (e.g. Pupil Council, Eco Committee, House Captains)
- Emotional check-ins in each classroom
- Positive relationships with staff
- An open-door policy for Senior Leadership Team
- Curricular projects – e.g. Health and Wellbeing/Bounce Back
- Restorative Conversations

\*All staff should remain mindful, however, that some children are not able or may not feel comfortable with sharing concerns or complaints. With that, and again, in line with our Positive Relationships and Behaviour Policies, the nurturing principle of '**All Behaviour is Communication**' should be considered. For example, pupils may complain or show their discontent through their behaviours and attitudes. As adults and professionals, it is our responsibility to analyse reasons or functions of behaviours, and to respond appropriately to support.

### **• Procedures for Parents/Carers**

#### **Stage 1 – Informal Discussion, Simple Restorative Action (no formal record required)**

In the first instance, parents and carers should raise any concerns or complaints with the relevant member of staff.

If parents/carers feel that this is not appropriate, or the issue has not been resolved, they should then contact the Senior Leadership Team (Head Teacher or Depute Head Teacher).

#### **Stage 2 – Concerns/complaints of a more serious nature, where record is seen necessary by SLT and/or concerned party**



Where the Senior Leadership Team are involved, complainants will be given the opportunity for the complaint to be formally recorded (appendix 1). If preferred, the SLT will complete this form on the complainant's behalf.

**Stage 3 – Contacting the Council/Other Authorities**

If at any time parents/carers may feel that the issue cannot be dealt with satisfactorily within Hanover Street School, they should contact:

<p><b>Aberdeen City Council</b> Integrated Children &amp; Family Services Marischal College Broad Street Aberdeen AB10 1AB</p> <p><a href="https://www.aberdeencity.gov.uk/services/have-your-say/make-complaint">https://www.aberdeencity.gov.uk/services/have-your-say/make-complaint</a></p> <p>Tel. 01224 522000</p>	<p><b>Care Inspectorate</b> 48 Huntly Street Aberdeen AB10 1SH</p> <p><a href="mailto:enquiries@careinspectorate.com">enquiries@careinspectorate.com</a></p> <p><a href="https://www.careinspectorate.com/images/documents/167/Unhappy%20about%20a%20care%20service.pdf">https://www.careinspectorate.com/images/documents/167/Unhappy%20about%20a%20care%20service.pdf</a></p> <p>Tel. 0345 600 9527</p>
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**All complaints will be responded to within 20 days.**  
*\*All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond.*

- **Procedures for Staff**

In the event of a staff member wishing to share concerns or make a complaint, a similar procedure takes place.

***Stage 1 – Informal Discussion, Simple Restorative Action (no formal record required)***

***Stage 2 – Concerns/complaints of a more serious nature, where record is seen necessary by SLT and/or concerned party***

***Stage 3 – Contacting the Council***

At any of the above stages, the following Council policies may be referred to:

- [Managing Grievances](#)
- [Managing Discipline](#)



- [Bullying & Harassment](#)
- [Whistleblowing](#)

In nursery, as the staff are registered with SSSC, and inspected by the Care Inspectorate, the following document is also applicable:

<https://www.careinspectorate.com/images/documents/5051/RAISIN~1.PDF>

## **6. Dealing with Complaints**

*\*All complaints, of any nature,  
should be regarded as an opportunity  
to evaluate the practices of the school, nursery and/or individuals, learning from reflection  
and improving future quality and experiences.*

## **7. Related Policies**

As well as the above Council policies, some school policies may be referred to, including:

- Positive Relationships and Behaviour
- Anti-Bullying
- Health & Safety
- Child Protection
- Nurture Statement





# APPENDICES





**Appendix 1 - Complaints Form**

**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Complaint reported to (on first instance):** \_\_\_\_\_

**Complaint made by:** \_\_\_\_\_

**Contact Details:** \_\_\_\_\_

**Details of the complaint:**

**Acknowledgement of complaint given (by SLT, date and time):** \_\_\_\_\_

**Information gathered in dealing with the complaint: (who from, what was said or witnessed, etc.):**



**Action agreed:**

**Measures taken to prevent a repeat of this complaint or of one of a similar nature:**

**Resolution of Complaint Agreed:**

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Any further notes/comments:**