

COMPLIMENTS

Compliments to staff, pupils or the school in general, are to be welcomed. Positive feedback is essential for personal wellbeing, acknowledgement of a 'job well done', professional reputation and school ethos.

COMPLAINTS PROCEDURE

A complaint is defined as any aspect of our service that fails to meet expected standards.

Process:

The person to contact regarding a complaint will depend on the context – see previous list: Points of Contact.

The complaint will then be investigated by the appropriate member of staff. This may involve interviews / discussions, etc with other parties.

In the event of dissatisfaction with how a complaint has been dealt with – as per previous reference, either the Head Teacher or Quality Improvement Officer may be contacted.

Expected Timescale:

Acknowledgement of receipt of a complaint should be as per previous Targets for Customer Support. The conclusion of investigating a complaint will be context dependent.

Analysis of Complaints:

A form to allow for recording type of complaint should be filled in on each occasion.

On a termly basis, the Quality Improvement Committee should analyse and publish an analysis of such complaints.

ZERO TOLERANCE

Aberdeenshire Council is committed to providing employees with a safe and improved environment. Violence, aggression, bullying and harassment resulting in undue stress can result in employee safety being compromised. Aberdeenshire Council will not tolerate behaviours that humiliate, threaten, frighten or exacerbate stress towards employees.

TARGETS FOR CUSTOMER CONTACT

For phone calls	Answer should be made after 5 rings Acknowledgement of receipt of phone message should occur the same day Facility for message recording when phones not manned
For letters	Receipt of letters should be acknowledged (including wherever possible an appropriate response) within 5 days
For emails	Receipt of emails should be acknowledged the same day as receipt

Response times in terms of resolving issues raised will inevitably vary according to the specific context. The expected time to resolve issues should be communicated to parents.

The above details should be accessible to parents via the school website, newsletters, policies available at parents' evenings and via the school prospectus.

**CUSTOMER
SERVICE
EXCELLENCE**



The Government Standard



MEARNS ACADEMY

COMPLIMENTS, COMMENTS AND COMPLAINTS

An information leaflet for parents and carers

November 2010

Aberdeenshire
COUNCIL 



CUSTOMER
SERVICE
EXCELLENCE
The Government Standard

This leaflet highlights how much the school values compliments and outlines the procedures for raising enquiries or concerns about the service we provide. We hope that it provides you with the information you require. The full Customer Care Policy is available on the school website <http://www.mearnsacademy.org.uk/>

VISION, VALUES AND AIMS

Vision

We aspire to be a school community acknowledged as a centre of excellence for learning, teaching, and the care and welfare of all who work here.

Values

In carrying out our work we exhibit the values of:

- Fairness
- Honesty
- Communication
- Respect for all
- Working together

Aims

To support the school's vision our aims are:

Learning: To ensure that each pupil is encouraged to respect learning and is provided with a relevant, challenging and motivational experience

Teaching: To ensure that all teaching is of the highest possible quality and that staff are provided with a supportive and rewarding working environment

Caring: To ensure the development in school of a positive and caring ethos in which all members of the school community are valued and supported as individuals

Partnership: To ensure opportunities are created for parents and others in the wider community to be involved in the life of the school and its programme for improvement

Improvement: To ensure that thorough and ongoing evaluation leads to improvements in the quality of service we provide

Achievement: To ensure that all members of the school community are encouraged to achieve all they can and that such achievements are recognised and valued

CONTACTING THE SCHOOL

For parents/carers the usual contact points are:

For seeking general information about the school	See the school website: www.mearnsacademy.org.uk
For general school enquiries	School Office - Tel: 01561 378817 Email: mearns.aca@aberdeenshire.gov.uk
For reporting pupil absence	Call the School Office - Tel: 01561 378817
For general issues relating to a pupil/learner	The relevant Guidance Teacher i.e. 'C' Classes – Mrs Logue 'J' Classes – Mrs Anderson 'T' Classes – Mr Westland Tel: 01561 378817
For subject specific issues	Via the School Office - ask to speak with the Guidance Teacher or subject Principal Teacher (Please note that it is school policy that individual class teachers are not contacted directly by parents/carers)
For disciplinary issues	The relevant Year Head i.e. Mr Cowie – S1/S4 Mrs Johnson – S2/S5 Mr Wotherspoon – S3/S6 Tel: 01561 378817
For emergency closure, etc	See www.aberdeenshire.gov.uk OR Telephone 0870 054 4999, followed by PIN: 02 1090
For any matter of significance	Mr I Parkin, Rector, via the School Office Also available via monthly scheduled parental meetings

In the event of any matter not being resolved via school staff, parents/carers should be advised to contact:

Mrs Helen Shanks (Quality Improvement Officer)
South Aberdeenshire
(Tel: 01569 766960)

<u>Contacting Parents</u>	<u>Other Contexts</u>
For parents/carers the methods of contact by the school include: Letters to cited contact address Phone calls from promoted staff/office staff SMS text messages to all parents Annual pupil reports Termly newsletters School website	Additionally there are a range of contexts in which two-way dialogue between the school and parents can occur: Parents' Evenings Information Evenings Parent Council (MACG) participation Open mornings