

## Aberdeenshire Council Policy

Banchory Academy's procedures are based upon Aberdeenshire's 'Have Your Say' process.

Should you wish to find out more about Aberdeenshire Council's policy, please contact the Area Education Office in Stonehaven. The address is:

Stonehaven Education Office  
Queen's Road  
Stonehaven  
AB39 2HQ

Details of the 'Have Your Say' process can also be found on the Aberdeenshire Website at [www.aberdeenshire.gov.uk](http://www.aberdeenshire.gov.uk) under contact us. You can also request information by writing to:

Aberdeenshire Council  
Woodhill House  
Westburn Road  
Aberdeen  
AB16 5GB



## In Summary

- You can make a comment, compliment or complaint verbally or in writing
- Communications should usually be addressed to the Rector or one of the Depute Rectors or a Guidance Teacher
- We aim to resolve complaints in the school within the identified timescales
- If you are dissatisfied with any outcome, you may contact the QIO about procedures for making an appeal

### BANCHORY ACADEMY

Schoolhill  
Banchory  
AB31 5TQ

Phone: 01330 823357  
Fax: 01330 825409

Email: [banchory.aca@aberdeenshire.gov.uk](mailto:banchory.aca@aberdeenshire.gov.uk)  
Website: [www.banchoryacademy.co.uk](http://www.banchoryacademy.co.uk)

# BANCHORY ACADEMY

Comments,  
Compliments and  
Complaints — advice  
for parents and carers



THROUGH  
UNDERSTANDING COMES  
STRENGTH

# Introduction



Comments on improving the service you receive from Banchory Academy and compliments regarding the quality of service are always welcome. The purpose of this leaflet is to inform you about how to make a comment, compliment or complaint and how we will respond.

## Why You May Wish To Contact Us



You may wish to make a **comment** about the school. This could be an observation or a suggestion for improvement.

You may also want to **compliment** the school about something that you are particularly satisfied with.

You can also make a **complaint** if you are dissatisfied for any reason.

Banchory Academy wishes to provide the best possible service. Any comments, compliments or complaints will help us to improve the quality of our service for pupils, parents, carers and the community.

## Making A Comment

Comments can be made informally or formally. This could be verbally to a member of staff or via e-mail to [banchory.aca@aberdeenshire.gov.uk](mailto:banchory.aca@aberdeenshire.gov.uk) You may also put your comments in writing to the Rector.

## Making A Compliment

Similarly, compliments can be made verbally or in writing.

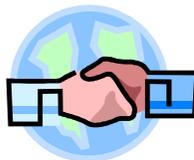
## Complaints

We aim to resolve concerns effectively and quickly. Usually, a complaint will be made to the Rector, a member of the Senior Management Team or the appropriate Guidance Teacher.

### *Complaints Made Verbally*

If your complaint requires investigation, we will take a note of your details. We aim to resolve complaints within 5 working days and inform you in writing, by telephone or in person.

Where a complaint requires more detailed investigation, we aim to resolve the situation within 20 working days. In exceptional circumstances, if there is a further delay you will be contacted to update you on progress and an estimated completion date.



### *Complaints Made in Writing*

Any complaints made in writing will be acknowledged by letter with details regarding who is dealing with the matter and the expected time scale for response. Usually the Rector, a Depute Rector or a Guidance Teacher will deal with such complaints. We aim to resolve complaints within 5 working days.

If a complaint requires more detailed investigation, we aim to respond to you within 20 working days. You will be advised of any outcome in writing, by telephone or in person.

We aim to resolve all complaints within the school. Where all school processes have been used to resolve a matter and you remain dissatisfied, you may wish to contact the Quality Improvement Officer (QIO), at the Area Office who will then deal with the complaint in line with Aberdeenshire's policy. If you remain dissatisfied, you will be advised by the QIO about procedures for appealing against any outcome.

Anonymous complaints will only be dealt with in exceptional circumstances.