

Who do I contact if I need help, have a concern or wish to make a complaint?

In the first instance you should make contact with the school directly. This will ensure your query or complaint is dealt with as quickly as possible.

Who should I contact in the nursery or Primary School?

If you want to talk to your child's teacher or a member of the senior staff it is generally better to make an appointment. This ensures that the member of staff is available, that classes are not disturbed and that pupils' lessons are not affected.

We suggest that contact with the school is made by telephone, email or letter.

Who should I contact in a Secondary School?

At a secondary school, the first point of contact is normally the Guidance Teacher or Year Head. We suggest that contact is made by telephone, email or letter. If you wish to meet with a member of staff it is generally better to make an appointment.

If you still have concerns or are not happy with how the matter has been dealt with, please contact the Depute Head Teacher or the Head Teacher.

Visiting your child's school

For security and safety reasons please note that visitors must not go straight to a classroom when entering the school.

When entering the school through the controlled entry system, visitors are asked to report to the school office where the office staff will ask you to sign the visitor's book.

You will then be referred to the most appropriate person to assist you.

What happens if I need further help?

If this is the case you can contact Children and Families Service. This can be done either by letter or by email.

Contact Details:

Children and Families Service
Dundee City Council
Dudhope Castle
Dudhope Park
Barrack Road
Dundee, DD3 6HF

Email: children.families@dundeecity.gov.uk

Website: www.dundeecity.gov.uk

If your complaint is in relation to a Dundee City Council nursery you may wish to direct complaints about these services either to us or directly to the Care Inspectorate.

The Care Inspectorate's contact details can be found on their website:

<http://www.scswis.com/>

Or:

telephone 0845 600 9527

fax 01382 207289

complete an online complaints form at <http://www.scswis.com/>, or email enquiries@careinspectorate.com

What happens next?

If you have made a complaint to the school and you are not satisfied with the outcome, you can have your complaint reviewed by a senior officer in Children and Families Service. They will aim to investigate and respond to your complaint within 20 working days. Some complaints are more complicated and may take longer. At all stages in the complaints process, we will let you know if we can't respond fully within our target time and will let you know when you can expect a full response. At all stages in the process, you can seek independent help and advice e.g. from your Councillor, MP, MSP, Citizens Advice Bureau or advice centre.

What if I am still unhappy after hearing from the Children and Families Service

At this stage you can take your complaint to the Scottish Public Services Ombudsman, who may decide to carry out an independent external review of the situation. If you would like a complaint form, more information, or advice about submitting a complaint to the Ombudsman, contact:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone: **0800 377 7330**

Online contact
www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>

This leaflet is issued by
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Need help, have a concern or wish to make a complaint

A Parent/Carer's Guide

**Dundee City Council
Children and Families Service**