

CUSTOMER COMPLAINTS – (1 APRIL 2014 – 31 MARCH 2015)

PEOPLE

LEARNING FROM COMPLAINTS

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
449	Complaint related to the physical safety and wellbeing of some children in a primary school.	Partially upheld	People – Education	The school has taken a number of steps to ensure children feel happy and safe.	An additional member of support staff will be working with the class and the situation regularly monitored.
451	Complaint received regarding the unfair treatment of a child and exclusion from school.	Not upheld	People – Education		
457	Various complaints regarding Angus Council School Transport Department and a letter received from Angus Council's Audit Manager with regard to a child's travel card etc.	Not upheld	People - Education		
497	Complaint regarding allegation of bullying in a primary school	Partially upheld	People - Education	A review of management of supervision to minimise opportunities for bullying behaviour have been addressed	All staff have been made aware of the revised arrangements.
510	Complaint regarding diagnosis of a child as a result of a meeting with a teacher. Also lack of information regarding parents evening.	Partially upheld	People – Education	Explained to complainer the agencies involved when making such decisions and apology issued in respect of administrative error in respect of parent evening.	
541	Complaint about a Primary School Janitor. Complainer feels harassed for a period of more than two years at her work etc.	Not upheld	People – Schools & Learning	Complaint withdrawn until conclusion of police investigation.	N/A
565	Complainant wishes to express concerns about issues which have arisen at Ladyloan Primary School which question the ability of some teaching and non-teaching staff.	Not upheld	People – Children & Young People		

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683	Complaint regarding a teacher making inappropriate, humiliating and threatening comments to a pupil in a primary school	Upheld	People – Schools & Learning	Full investigation. Mediation and an apology from the teacher to the pupil	