

**CUSTOMER COMPLAINTS – (1 APRIL 2013 – 31 MARCH 2014)**

**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
35	Complaint received regarding the way in which XXXX secondary School managed a report of abusive behaviour child.	Partially upheld	People – Schools & Learning	<p>Following receipt of the allegation a meeting was held. The staff member went off sick and as no note of the meeting was taken then the necessary actions were not progressed.</p> <p>There was a lack of clarity about what information had been passed to subject teachers.</p> <p>The complainer had suggested a "suitable" support person for the child. After speaking with the child in question it was clear that this was not a route the child wished pursued however AC failed to share this with the complainer.</p>	<p>The investigation found that Angus Council Procedures were followed, albeit they could be improved in the following areas:</p> <ul style="list-style-type: none"> <li>• Clearer links will be made between anti-bullying, Equalities legislation and the Race Relations Act</li> <li>• Communication and sharing of information with the subject teachers in secondary schools and class teachers in primary schools will be included in the procedures</li> </ul>
36	A child was left behind at school when the rest of the class went on the bus to PE at XXX Hall after lunch. Child was home dinners and the bus had departed without child.	Upheld	People – Schools & Learning	School to ensure all children are accounted for when they are attending activities outwith school.	Staff to improve system of children being transported to school events.
54	Child was being excluded/ ignored by the other children in class. Some nine weeks ago similar concerns had been	Not upheld	People – Schools & Learning	The child concerned regularly went home for lunch and returned a few minutes before the bell. The child's peers were already involved in chasing	No.

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	expressed over the same thing.			games when child returned and child felt s/he was being ignored because they didn't stop and ask her to join in. Once the others realised s/he was feeling left out they watched out for her and made sure she felt welcomed back.	
65	Complaint received expressing disappointment with the education child has received from Angus Education. The child came to Scotland in XXXX with very little English. Child now attends XXXX and parent is unhappy with level of support child has received.	Partially Upheld	People – Schools & Learning	The complaint highlights the need for fuller communication with various parties involved and the need for us to try to ensure that we receive feedback from parents/carers as we are dealing with things. In this case there had been little indication of significant problems, following previous discussions with the parent/carer.	The issue and the handling of the issue involved discussion at SMT and PCS regarding how we can be confident that the strategies deployed to address issues are being met with satisfaction by the parent/carer.
66	Complaint received advising that child's needs are not being met at XXXX,	Partially upheld	People – Schools & learning	Requirement for clear lines of communication between home and school	Lines of communication made clear between home and school
86	<p>Allegations that, a Senior member of staff, had not acknowledged or replied to various emails that had been sent.</p> <p>Complainer had not been advised whether a member of staff from XXXX was available to accompany the child or whether parent should take time off work to do this.</p> <p>Bullying - Alleged incidents of bullying over the past year.</p>	Partially upheld	People – Schools & Learning	Lack of communication	To ensure that communication channels are used at all times in this type of situation.

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	Complainer of the opinion that there have been 'inconsistencies' with previous recordings of bullying and wishes to ensure that incidents over the past year have been recorded correctly before the child moves to XXXXXXXX.				
98	<p>Complainer states that no response to an email which was sent on XXXX regarding school transport, stating that complainer was unhappy with emailed response of XXXX.</p> <p>Complainer was advised that the matter would be raised at a XXXX meeting and a response would be sent. This did not happen.</p> <p>Complainer has withdrawn children from the school bus on the grounds of their safety.</p> <p>There is also a flooding problem in the area with water running across the junction where the children are expected to cross.</p>	Not upheld	People – Schools & Learning	The XXX group have looked at this issue on two occasions and the complainer remains dissatisfied about their opinion.	No
116	Parent unhappy about child being placed in a composite class in last year at XXXX	Partially upheld	People – Schools & Learning	It is agreed that initial communication about class arrangements did not ensure that parents received the appropriate information regarding their children's placements for the new school session.	All primary school Head Teachers have been addressed at a meeting to ensure more direct and timely engagement is made with parents and children in future years.
134	Complainer feels badly let down by the education department and feels that the School have	Partially upheld	People – Schools and Learning	Initial communication about class arrangements, was not an effective means of ensuring	This matter will be discussed with the Head Teacher to ensure more direct and timely

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	<p>failed in their duty of care to XXXX. Complainer has contacted MP regarding this matter and is drafting a letter to the local newspaper. Complainer has been in contact with the head teacher in relation to.</p> <p>(i) poor communication between school and home with regard to classes for school session 2013/14</p> <p>(ii) a lack of clarity and transparency of decision making which took place on this matter</p> <p>(iii) Complainers growing lack of confidence in the school to support effective partnerships with parents</p>			complainer was well informed about proposals for the next school year.	engagement is made with parents and children regarding decisions that affect classes the children will be allocated to.
225	Attitude of teacher towards child.	Upheld	People – Schools & Learning	Staff in school need to be aware of their attitude towards pupils.	Support was given to the class teacher regarding appropriate attitude towards pupils and the pupil remained in the class
234	Complainant is writing to complain about an incident which involved her child at XXXXX Primary School. The letter is headed up Formal Complaint regarding comments concerning complainant's child's education.	Not upheld	People – Schools & Learning	N/A	N/A
243	Complainer was unhappy that his child and some other children were "forced" to wear school uniform and missed out on end of term treats at school at the summer recess.	Partially upheld	People – Schools & Learning	Importance of communication with all parents.	Improved communication arrangements.

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285	XXXX contacted XXXX PS to express anger about the level of noise emitting from the boiler. Noises from the boiler had been going on for years Head teacher advised that s/he would discuss this with the clerk of works, investigate the boilers functionality further and would call her back in 2 weeks to discuss progress.	Upheld	People – Schools & Learning	Replace ineffective parts of the boiler and check ventilation in rooms.	To have appliance serviced regularly.
286	XXXX is concerned about a child who was originally fostered by them going to live with a teacher at XXXX secondary School on child's XX birthday. Fosterer wishes concerns to be recorded.	Not upheld	People – Schools & Learning	Need to give careful consideration to effective communication between home, school, partner agencies and young people themselves to avoid any misunderstandings or difficult situations.	No
296	Complainer wishes to make a complaint following conversation with XXXX Child is X years old (PX) and is a pupil at XXXX Primary School. Since PX child has been bullied by another child in same class. Numerous meetings with the Head Teacher have taken place and different strategies have been employed i.e. parents being spoken to, school and family support intervention. None of these have stopped the bullying. The most recent incident happened on XXX	Upheld	People – Schools & Learning	Revisit procedures and policies making sure there is a consistent approach across the school.	The following measures were identified for the school to take forward with a view to addressing the on-going issue of bullying: Managing hotspots closely; Whole staff awareness; checking with pupil after playtimes/lunchtimes everything satisfactory.
307	Complaint from parents of child who was allegedly assaulted by other school children when	Partially upheld	People – Schools & Learning	Give consideration to how best to sensitively handle discussions/interviews with	This incident was reviewed between school and Quality Improvement Officer to better

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	<p>returning from school.  This situation escalated when the parent and child were both allegedly assaulted (exact timescale unknown) when collecting child from school.  Complainant alleges that school management did not deal with this issue appropriately or sensitively or in a timeous manner.</p>			<p>pupils following serious incidents.</p>	<p>inform future actions in the event of a similar occurrence.</p>
404	<p>Complaint about attitude and response of Head Teacher and class teacher during a meeting with complainant on XXXX</p>	Not upheld	People – Schools & Learning		