

CUSTOMER COMPLAINTS – (1 APRIL – 30 JUNE 2017)

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
1168	Complaint re treatment and attitude of a staff member	Partially upheld	People - Schools	Complaint not resolved at Stage 1 therefore it was progressed to a stage 2 complaint.	Parties to consider mediation
1208	Complaint re treatment and attitude of a staff member	Not upheld	People – Schools	Discussions took place with Quality Improvement Officers and Head Teacher. Of the 6 areas of complaint, 3 were not upheld and 3 were not substantiated.	The investigation has looked at the council policy on school absences and has confirmed that procedures were followed throughout these events. No remedial action required.
1214	Complaint re bullying at Primary School	Upheld	People – Schools	<p>Officer met with family on five separate occasions. Initially, to hear fully their complaint then to support them to understand the actions the school was taking to ensure no repeat of the circumstances which led to their complaint.</p> <p>Officer also met with the Head Teacher on five separate occasions to plan a way forward and put the necessary actions in place to ensure school policies and procedures were fit for purpose ensuring no repeat of the circumstances leading to the complaint.</p>	<p>The parents felt fully supported. They appreciated the time and effort to support them and their son through this difficult time and the complaint was resolved.</p> <p>Lessons learnt include the need for all staff to follow school and council advice vigilantly.</p>

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
1236	Complaint re money being stolen from girlfriend's son at a Primary School	Upheld	People – Schools	Investigation undertaken with further evidence gathered from parent. Interviews held with Head Teacher and Quality Improvement Officer. Most of complaint was upheld, however the initial breakdown of communication was created by exceptional circumstances relating to information not being passed on by a teacher who was leaving the school.	Information passed to Head Teacher and Quality Improvement Officer regarding the need for timeous communication with parents/carers when events occur, also reinforcement with regard to keeping commitments that are made, such as making contact.
1258	Complaint re concerns about Head Teacher at Primary School	Partially upheld	People – Schools	Complainant met with. Agreement reached that issues would be addressed through a mediation process and that was to be put in place as soon as possible. Mediator has been identified and contact made with complainant regarding the process. No further investigation required.	Mediation process put in place to address breakdown in relationships and communication issues.