

Partnership working

Partnership and dialogue with parents and carers is very important to the school. We recognise that in such a large organisation you need to know who is best placed to receive your comment and to take it forward for appropriate action as required. This leaflet outlines the most effective and efficient channels of communication for you to use in order to initiate feedback or to give us your opinions.

Compliments

Compliments about staff, pupils or the school in general are welcomed. Positive feedback helps people feel that their efforts have been appreciated, makes people feel good about the work they are doing, and enhances the reputation of the school. It is always good to receive such feedback, whether verbally or in writing.

Concerns

We recognise that there may be times when you are unhappy with some aspect of the school's work. At those times, we aim to resolve issues as quickly and thoroughly as possible, minimising disruption to learning and teaching as much as we can.

Raising Concerns

Your child's Guidance Teacher is the most appropriate person to progress a concern involving your child. If you have a concern,

please contact the school (contact details on front cover) and ask to speak to your child's Guidance Teacher:

Barra House - Mr Phil Littler
Crichie House - Miss Sian Phillips
Davah House - Mr Graham Hepburn
Harlaw House - Mr Alan Johnston
Selbie House - Miss Claire Taylor

If the Guidance Teacher is unavailable, office staff will pass on a message and he or she will return your call. In most cases, this will happen soon after your call and certainly within two working days. The Guidance Teacher will make every effort to resolve the concern you have raised and will report back to you.

Unresolved Concerns

If the concern remains unresolved, you may ask the Guidance Teacher to pass the matter on to the Depute Rector linked to your child's year group:

S1	Ms Dawn Lynch
S2	Mr Ian Hamilton
S3	Mr Craig Paterson
S4	Mr Alasdair O'Connor
S5	Mr Ian Hamilton
S6	Mrs Pauline Fraser

The Year Head will review what has already been done and take any further action if that is necessary, and will update you thereafter.

Should you remain dissatisfied with the response, please ask for the matter to be referred to the Rector, **Mr Mark Jones**. The Rector will investigate your on-going concern and report back to you. Above all, we hope that all concerns can be resolved within the school, by school staff.

If, after this process, you are still dissatisfied with the school's response, the Acting Rector will advise you to contact the appropriate Local Authority representative - the school's Quality Improvement Officer (QIO) - and will record any complaint on Aberdeenshire Council's complaints database.

The QIO will then assume responsibility for investigating the concern and any further contact you make with the school about the matter will be passed to him or her. It would not be appropriate for us to respond to you directly at this stage unless directed to do so by the QIO. The QIO will contact you to discuss your complaint and will advise you of the Council's complaints procedures.

Our QIO's contact details are:

Mrs Fiona Cruickshanks, (QIO), Education & Children's Services, St Leonards, Sandyhill Road, Banff, AB45 1BH. Tel:01261 813340

Concerns not involving your child

If you wish to raise such a concern, you may either telephone the school and ask to speak to a Depute Rector, or contact us via the e-mail address on the front page of this leaflet. Concerns raised in this manner will be treated seriously, and you will be given general feedback about any action taken. Rules about confidentiality prevent us from giving detailed feedback about individual pupils or staff. Again, we would aim to deal with your concerns at school level, but if you are dissatisfied with the school's response, you should contact the QIO as outlined previously.

Feedback Timeline

Investigating concerns fully and professionally takes time. We aim to give initial feedback on any concern within two working days whenever possible.

Where a more detailed investigation or more detailed response is required, this will be provided as quickly as possible and usually within 20 working days.

If and/or when the Rector becomes involved in dealing with unresolved concerns or particularly complex and/or serious concerns, written feedback will be provided within 20 working days. All complaints will be recorded and action taken will be noted.

Abusive Complaints

Many people find raising concerns stressful but most do so in a calm and reasonable way. If a complaint is made to a member of staff in an aggressive and/or abusive way, the member of staff will advise the caller that the call will be terminated if this continues. Should this happen, the Rector will be informed and appropriate action will be taken thereafter if necessary.

Home-School Communication

We welcome all communications between home and school and value your interest in your child's education. By working together, we can ensure your child's experiences are as positive as possible.



INVERURIE ACADEMY

Effective Home-School Communication Session 2016-2017

**An information leaflet
for parents and carers**

Inverurie Academy

Jackson Street

Inverurie

AB51 3PX

Tel 01467 621655

E-mail: inverurie.aca@aberdeenshire.gov.uk