

Complaints Procedure



Concerns and/ or Complaints

At Inch School whilst we always make every effort to achieve quality in all areas of our work, there may be occasions when you feel you have a concern or complaint.

We would encourage parents/carers to share their concerns by contacting any member of Inch staff, or a member of our Leadership Team, in person or by emailing insch.sch@aberdeenshire.gov.uk at the earliest point in order for your concerns to be noted and passed onto the most appropriate person. This person will get in touch with you as quickly as possible and will discuss your concerns and also agree how to proceed.

However, if parents/carers feel that their concern has not been dealt with effectively then they can escalate the matter to the Head Teacher by marking your correspondence to “for the attention of the Head Teacher” to insch.sch@aberdeenshire.gov.uk

If parents/carers remain dissatisfied, then they can make a complaint to Aberdeenshire Council, by using the online form which can be found at [Have your say \(aberdeenshire.gov.uk\)](http://Have.your.say.aberdeenshire.gov.uk) or by emailing feedback.team@aberdeenshire.gov.uk