

# GRYFFE HIGH SCHOOL



CARING LEARNING ACHIEVING

## Compliments

## Comments/Concerns

## Complaints

## Information for Parents

Gryffe High School  
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e-mail:

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[www.gryffehigh.com](http://www.gryffehigh.com)

## Listening, Responding, Improving

In Gryffe High School we value your feedback and use comments, concerns, suggestions, compliments and complaints to try and improve our services. All of these can be carried out in person, by comment card, by letter, by telephone or by email.

### Our Mission Statement

**Gryffe High School is fully committed to maintaining consistently high standards in all aspects of school life. This will be achieved through fostering a caring environment, with learners at the centre, ensuring everyone feels safe and supported. We endeavour to promote effective learning and teaching and provide all pupils, and staff, with opportunities to enable their true potential to be realised in a challenging, supportive and enjoyable way.**

If you are happy with the service that we provide then we would be very pleased to hear from you.

Our staff work very hard to give the best possible educational provision in preparing our pupils for the next stage in their life, and greatly value your support and encouragement.

If you are not happy with the service that we provide then it is important that you tell us. We can only put things right if you tell us what is wrong. **We take all feedback seriously and will take action where appropriate.**

## Compliments

You can do this in any form, however we always appreciate it by email or in writing to the Head Teacher in order that the detail can be passed on as appropriate.

The Head Teacher makes every effort to reply to every 'thank you', and this can be much quicker if via email or by telephone. The Head Teacher informs all relevant members of staff, and/or pupils, about any compliments received.

Compliment/Comment/Concern/Complaint cards are available at the school office, and downloadable via the school website under the 'MORE' section.

## Comments and Concerns

A concern may not necessarily be a complaint, as you may wish us to look into some aspect of the school life or provision.

We would hope that in the first instance contact with the school will be mainly a concern, allowing the school the opportunity to address the concern. If you are unhappy with how this is handled, or not satisfied with the outcome, then it may become a complaint.

The first thing to do if you are worried or unhappy about any aspect of Gryffe High School is to bring this to the attention of the appropriate member of staff:

Principal Teacher Pupil Support: Achievement  
Miss lafrate

Principal Teacher Pupil Support: Attainment  
Ms Dhesi; Mr Anderson

Principal Teacher Pupil Support: Guidance  
Burns House Mrs Carmichael  
Fleming House Mr Clark  
MacKintosh House Mr Findlay  
Wallace House Miss Holmes

Principal Teacher Pupil Support: Support for Learning:  
Miss Brown

Principal Teacher Pupil Support: Wellbeing, Equality and Inclusion: Mrs Costello

Senior Management Team:  
S1, S6 Mrs Brown  
S2 Mrs Sharp  
S3 Mr Christie  
S4, S5 Mrs Skillen

Education Support Manager:  
Mr Taylor

Head Teacher: Mr Johnson

We will do our utmost to help you and will try to resolve your concerns within 5 days, although we would often expect to resolve much sooner.

Working together in an open dialogue is normally the best way to resolve concerns.

## Complaints

Renfrewshire Council's definition of a complaint: 'An expression of dissatisfaction by one or more members of the public about the local authority's action or lack of action, or about the standard of service provided by or on behalf of the local authority'

The full complaints Handling Procedure for Renfrewshire Council can be found on our school website under the '**MORE**' section.

### **Within Gryffe we define a complaint as:**

'An expression of dissatisfaction by any member of the community regarding any aspect of the life and working of the school including the pupils and staff within'

Gryffe guidance on:

### What is a complaint?

- Failure to provide a service
- Inadequate standards of service
- Dissatisfaction with school
- Treatment by or attitude of a member of staff
- Disagreement with a decision where customer cannot resolve by other means
- Failure to follow appropriate procedures

### How do customers make a complaint?

Letter; Email; Telephone; Comment Card; In person

## Who should handle complaints?

Complaints are the responsibility of all staff and will be logged, tracked and monitored to ensure we meet policy guidelines.

## Complaints Handling Procedure

**Frontline Resolution** – Straight forward & easily resolved when something goes wrong. Frontline complaints will be resolved within 5 working days, resulting in either an apology and/or an explanation.

**Investigation** – More complex and cannot be resolved at frontline. Acknowledgement letter within 3 working days to customer & response within 20 working days. Likely to be dealt with by either Head Teacher or Local Authority depending on who dealt with the frontline complaint. Written response will be given.

**Mediation** - Can be used in certain circumstances as a different approach to resolving the complaint. Usually involves local Authority staff and will be mutually agreed beforehand.

Please feel free to contact me at any time should you wish further detail of anything within this update booklet.

Mr C H Johnson  
Head Teacher