

St. Luke's RC Primary School  
Complaints Procedures for Parents and Carers  
January 2015

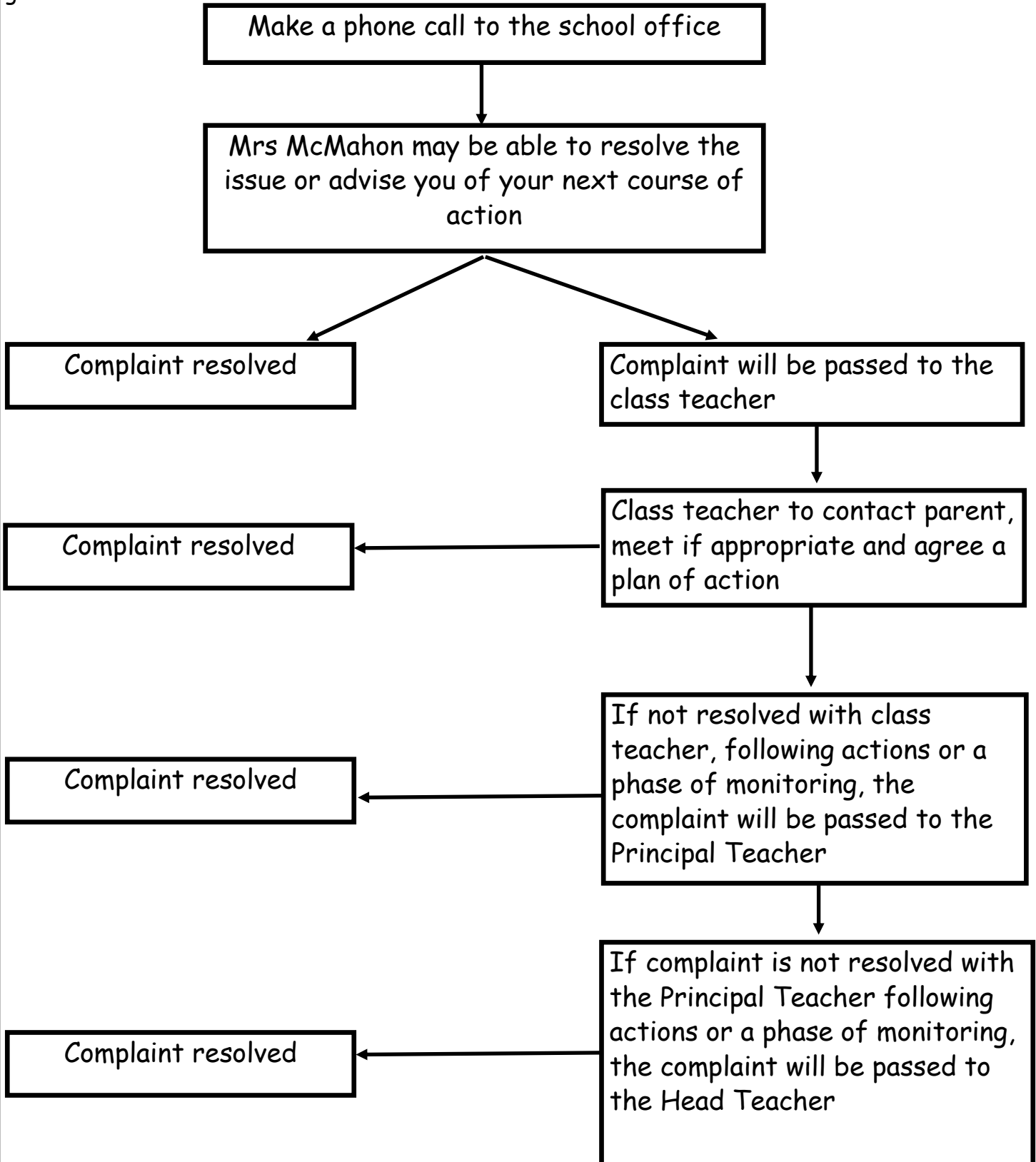
At St. Luke's RC Primary School all members of staff work extremely hard to build positive relationships with all of our pupils, parents and carers. We aim to provide a friendly and safe environment in which each individual pupil has a voice and is valued. We aim to help each and every pupil achieve their potential, both socially and academically.

As a school community we aim to deal with issues and problems promptly before they become a 'complaint'. We do, however, have a clear system in place to follow if necessary. The steps to follow in the event of a concern or complaint are outlined clearly on the next page in the format of a flow chart. These steps provide clear guidance for all parents and carers when contacting our school with a concern.

# St. Luke's RC Primary School

## Complaints Procedures for Parents and Carers

If you have a query, concern or an issue to raise with the school, please use the chart below as a guide.



**Parents/carers should only escalate a complaint to Midlothian Council level if it has not been resolved using the above procedures. Complaints not dealt with at this level will be referred back to school.**