

If you are making a complaint, please tell us what you would like us to do to put things right for you.

Please put this form in an envelope and send to:-

Ms K Cameron  
School Support Manager  
Lockerbie Academy  
Glasgow Road  
Lockerbie  
DG11 2AT

## What happens next?



When we receive your complaint we will:

- Take your complaint seriously and keep the information you give us confidential and in line with Data Protection and Freedom of Information laws.
- Contact you within 5 working days to let you know we have received your complaint and give you a timescale for when we aim to reply to you.
- Look at the complaint and the Head Teacher will appoint a member of management to further investigate the matter.
- Aim to get back to you within 10 working days with a response.

If you are unhappy with the response you receive, you can then forward your complaint to Education Services Complaints Handler or the Council's Complaints Unit.

## Comments, Compliments and Complaints

*Help us to better understand  
what we are doing well and  
where we can improve.*



*We welcome and encourage your feedback.*

## Why is your feedback important?

It is important for us to understand your experience of dealing with Lockerbie Academy. If we are doing something well, we want to build on that. If there is an area where we could do better, we want to learn from your experience and improve. Your feedback helps us to understand what you think about the service you have received.

## Comments

A comment might be some brief feedback about how we have handled a situation or delivered a service. It is often best to pass a comment straight to the school so that we can take any necessary action. You may be suggesting an improvement to what we do or a change to how we operate. If you do not want to tell us directly, you can complete the form attached to this leaflet.

## Compliments

It is important for us to know when we are getting it right. If you have positive feedback about the school or member of staff, it is useful for us to know. To give us positive feedback, you can tell us directly or complete the form attached to this leaflet.



## Complaints

You have a legal right to complain if you are not happy with the service we provide.

You might be unhappy with the standard or quality of our service.

Where possible, we will try to resolve a complaint, that means we will try to put things right first. So your first step is to speak to someone who has been involved with your enquiry, usually a Principal Teacher or a member of the Management Team.

If you are not satisfied with that response you should complete the form attached for the attention of Ms K Cameron, the School Support Manager.



## Comments, Compliments and Complaints

This is a:

Comment

Compliment

Complaint

**Name:**

**Address:**

**Telephone No:**

**Email:**

**Preferred method of contact:**

Email

Letter

Phone

Please tell us about your comment, compliment or complaint (you can continue on a separate sheet if needed)