



Armadale Academy Complaints Monitoring

As part of our ongoing commitment to self-evaluation and improvement we have decided to undertake a programme of calling our "customers" to ascertain if they were satisfied with the

We value your input and look forward to taking your suggestions further.

We will ask 6 questions in a simple Yes/No format but allow the opportunity for a more extended answer if required.

We will contact up to 10 people each month who raised concerns with the School.

APRIL 2009 RETURNS

Question	Apr-09		May-09						
	Yes	No	Yes	No					
Was the complaints procedure easy to use?	5	0	5	0					
Was the process clearly explained?	4	1	5	0					
Were you treated fairly and respectfully during the process?	5	0	5	0					
Was your complaint dealt with within the time scale/s given?	5	0	5	0					
Do you feel the outcome was satisfactory?	3	2	4	1					
Do you feel our process welcomes concerns/complaints?	5	0	4	1					