

Armadale Academy
West Mains Street
Armadale
EH48 3LY
armadale.ac@wled.org.uk

Dear parent/carer,

At Armadale Academy, we have a well-publicised Complaints Policy, which we hope is easy to use. From our records, we notice that you recently had reason to use this procedure.

We regularly review and try to improve our practice, taking parents' views into account, and we would be grateful if you would give us your views on the process.

Please take a few minutes to answer the questions below, which will help us to improve our practice.

Please Circle

- | | | |
|--|-----|----|
| Was using the complaints procedure easy? | YES | NO |
| Was the process clearly explained? | YES | NO |
| Were you treated fairly and respectfully during the process? | YES | NO |
| Was your complaint dealt with within the time scale/s given? | YES | NO |
| Did you feel that the outcome was satisfactory? | YES | NO |
| Do you feel our process welcomes concerns/complaints? | YES | NO |

If you have answered no to any of the above or you would like to make a comment about our procedure or how we could improve the way we deal with complaints please use the space below.

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Thank you for taking the time to complete this form.

Yours sincerely,

Graham Johnstone
Headteacher