



Falkirk Council
Children's Services

School Complaints Guide for Parents & Guardians

Last updated: 20th September 2021

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council of the future

What is a complaint?

Falkirk Council's definition of a complaint is "an expression of dissatisfaction by one or more members of the public about the local authority's actions or lack of action, or about the standard of service provided by or on behalf of the local authority."

What can I complain about?

Education-related complaints may relate to:

- Delays in responding to your enquiries and requests
- Failure to provide a service
- Our standard of service
- Council policy
- Failure to follow proper procedure

This list does not cover everything.

Your complaint can involve more than one Council service or be about someone working on our behalf.

What can't I complain about?

You may have issues that you want to raise with us that will not be dealt with through our complaint's procedure. These include:

- A routine first-time request for a service or action
- Raising a concern for the first time about issues with behaviour
- Requests for compensation from the Council
- Matters that are covered by a right of appeal

For first time concerns these should be directed to the ELC Centre or school. For any issues with the Council then please [contact](#) the relevant service.

Who can complain?

Anyone can make a complaint. However, if you are making a complaint on behalf of a child or young person, you must be their legal guardian or a person authorised to complain on their behalf. For example, a child's grandparent who is not the legal guardian needs authority from the child's parent or guardian. This would normally mean agreement in writing from the parent or guardian.

How do I complain?

If you need to make a complaint you should contact the relevant ELC centre or school in the first instance via phone, email or letter.

Any Stage 1 complaints received by Education Headquarters that have not been initially referred to the relevant ELC centre or school will be redirected to them.

When complaining tell us your full name and contact details, the main points of your complaint, and what resolution you are looking for.

For more information, please read [Falkirk Council's Complaints Handling Policy](#).

What if I want a MSP, MP or an Elected Member involved?

You may contact an elected representative (MSP, MP or Councillor) about your complaint. If you have already contacted us with a complaint and you contact an elected member, one response will be sent and a copy sent to the elected member enquiring on your behalf.

How long do I have to make a complaint?

You must make your complaint within six months of:

- The event you want to complain about; or
- Finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit.

What happens when I have complained?

Our complaints procedure has two stages:

Stage 1 – Frontline Resolution

We aim to resolve complaints as quickly as possible. By raising any complaint directly with the ELC centre or school concerned, it allows immediate action to be taken to resolve the problem.

We aim to respond to all complaints received at Stage 1 within **5 working days** unless there are exceptional circumstances.

Stage 1 complaints will usually be dealt with by the Deputy Head Teacher, Principal Teacher or Senior Early Years Officer to investigate and respond.

If we can't resolve your complaint at this stage, the next steps will be explained to you.

When a complaint is received by the ELC centre or school at Stage 1 in the final week of term or during a holiday period, you will be advised that your complaint will resume when staff return. The 5-working day timescale will then be extended.

Stage 2 – Investigation

Complaints that have not been resolved at Stage 1 or are complex and require detailed investigation will be investigated at Stage 2 of our complaints procedure.

We will acknowledge receipt of all complaints received at Stage 2 within **3 working days** and respond within **20 working days** unless there are exceptional circumstances.

If a complaint is escalated to Stage 2, it will be allocated to the Head Teacher or another senior member of staff to investigate.

Stage 2 is the Council's final opportunity to address a complaint. You will be advised in the Stage 2 written response on how to progress your complaint to the next level.

When a complaint is received as a Stage 2 within the last 2 weeks of term or during a holiday period, you will be advised that your complaint will resume when staff return. The 20-working day timescale will then be extended.

What if I'm still dissatisfied?

If you remain dissatisfied with our response to your Stage 2 complaint, you can refer your complaint to the Scottish Public Services Ombudsman (SPSO).

Information about the Scottish Public Services Ombudsman

The Ombudsman is the final stage for complaints about public services in Scotland. This includes complaints about Scottish councils. If the service user remains dissatisfied with a Council after its complaints process, they can ask the SPSO to look at the complaint.

The Ombudsman cannot normally look at complaints:

- Where service users have not gone all the way through the Council's complaints handling procedure;
- More than 12 months after the service user became aware of the matter that they want to complaint about; or
- That have been or are being considered in court.

The SPSO's contact details are:

By post (single line, no address or stamp required): **Freepost SPSO**

In Person: **SPSO**
Bridgeside House
99 McDonald Road
Edinburgh, EH7 4NS

Free phone: **0800 377 7330**
Telephone: **0131 255 5300**
Fax: **0800 377 7331**

Online contact: www.spsso.org.uk/contact-us
Website: www.spsso.org.uk
Mobile site: <http://m.spsso.org.uk>

What happens if my conduct is unacceptable?

While we understand that you may be upset or distressed and determined to find a resolution, there are times when your conduct can become challenging and unacceptable. The most frequent examples that our staff experience are:

Aggressive or abusive behaviour

- Threatening or abusive language
- Derogatory or rude comments
- Unsubstantiated allegations
- Physical aggression

Unreasonable demands

- Setting unreasonable timescales
- Continual insistence on seeing a particular member of staff
- Unreasonable levels of contact
- Changing the substance of the complaint or introducing unrelated concerns
- Simultaneous complaints to multiple sources

Unreasonable persistence/continuing dialogue

- Refusal to accept a decision made in relation to the complaint
- Refusal to accept explanations of what a service area can and cannot do
- Continuing to pursue a complaint without presenting any new information

Unreasonable refusal to co-operate

To investigate a complaint, we need to work with you to agree points of investigation and, if needed, have all the information, evidence, and/or comments supplied to us to support our investigation. There may be reasons for you to find this difficult and we will seek your help to resolve this. However, if you unreasonably refuse to co-operate with us then we would consider it unreasonable to respond to your complaint.

Unreasonable use of the complaint procedure

When it is deemed that you are exhibiting any of these behaviours, the investigating officer may refuse to respond to any further contact with you until they have concluded their investigation.

If your complaint or yourself becomes unreasonable in the volume, persistence, or manner of dealing with us, we can consider taking action under our [Management of Violence and Unacceptable Actions Policy](#). This is a Council-wide policy and it sets out clearly the requirements on us to advise customers if we decide to restrict their contact.

You should be respectful of all Children's Services staff who have other commitments and may not be able to respond immediately.

Getting in Touch

Please contact your ELC centre or school directly in the first instance, by phone, in person, in writing or by e-mail. School information is also available on our [website](#).

Nursery Classes

Bonnypark Early Years Centre	Wellpark Terrace, Bonnybridge, FK4 1LR	bonnybridgeprimaryschool@falkirk.gov.uk	01324 503162
Camelon ELC Centre	Nailer Road, Camelon, FK1 4DA	camelonnursery@falkirk.gov.uk	01324 501800
Denny ELC Centre	Glasgow Road, Denny, FK6 5DW	dennynursery@falkirk.gov.uk	01324 504270
Glenburn ELC Centre	New Hallglen Road, Hallglen, Falkirk, FK1 2RA	GlenburnELCC@falkirk.gov.uk	01324 629410
Inchlair Nursery School	Valeview, Stenhousemuir, FK5 3BY	inchlainnurseryschool@falkirk.gov.uk	01324 503430
Kinnaird Waters ELC Centre	McIntyre Avenue, Larbert, FK5 4TQ	KinnairdWatersELCC@falkirk.gov.uk	01324 503377
Kinneil Early Years Campus	Dean Road, Bo'ness, EH51 0DJ	kinneilprimaryschool@falkirk.gov.uk	01506 778360
Langlees ELC Centre	Dauids Loan, Bainsford, Falkirk, FK2 7RG	LangleesELCCentre@falkirk.gov.uk	01324 508590
Larbert Day Nursery	Queen's Drive, Larbert, FK5 4BE	larbertdaynursery@falkirk.gov.uk	01324 503560
Queen Street ELC Centre	Queen Street, Falkirk, FK2 7AF	queenstreetnurseryschool@falkirk.gov.uk	01324 508610
Rannoch ELC Centre	Tinto Drive, Grangemouth, FK3 0DZ	rannochnursery@falkirk.gov.uk	01324 508700
St Margaret's ELC Centre	Salmon Inn Road, Polmont, FK2 0XF	stmargaretsprimaryschool@falkirk.gov.uk	01324 506782
Woodburn Day ELC Centre	2 Montgomery Street, Falkirk, FK2 9BL	Woodburndaynursery@falkirk.gov.uk	01324 501870

Primary Schools

Airth Primary School	Elphinstone Crescent, Airth, FK2 8JX	airthprimaryschool@falkirk.gov.uk	01324 831265
Antonine Primary School	Broomhill Road, High Bonnybridge, Bonnybridge, FK4 2AT	antonineprimaryschool@falkirk.gov.uk	01324 503140
Avonbridge Primary School	Main Street, Avonbridge, FK1 2NG	avonbridgeprimaryschool@falkirk.gov.uk	01324 861247
Bainsford Primary School	Waverley Street, Bainsford, FK2 7NW	bainsfordprimaryschool@falkirk.gov.uk	01324 508530
Bankier Primary School	Bankier Road, Banknock, Bonnybridge, FK4 1TF	bankierprimaryschool@falkirk.gov.uk	01324 840206
Bantaskin Primary School	Bantaskine Road, Falkirk, FK1 5HD	bantaskinprimaryschool@falkirk.gov.uk	01324 508500
Beancross Primary School	Kenilworth Street, Grangemouth, FK3 8QS	beancrossprimaryschool@falkirk.gov.uk	01324 508720
Blackness Primary School	Blackness Road, Blackness, EH49 7NP	blacknessprimaryschool@falkirk.gov.uk	01506 834239
Bo'ness Public Primary School	Stewart Avenue, Bo'ness, EH51 9NL	bonesspublicschool@falkirk.gov.uk	01506 778300
Bonnybridge Primary School	Wellpark Terrace, Bonnybridge, FK4 1LR	bonnybridgeprimaryschool@falkirk.gov.uk	01324 503160
Bowhouse Primary School	Tinto Drive, Grangemouth, FK3 0DZ	bowhouseprimaryschool@falkirk.gov.uk	01324 508710
California Primary School	Main Street, California, FK1 2BW	californiaprimaryschool@falkirk.gov.uk	01324 506740
Carmuir Primary School	Carmuir Street, Camelon, FK1 4PZ	carmuirprimaryschool@falkirk.gov.uk	01324 508580
Carron Primary School	Alloa Road, Carron, FK2 8EJ	carronprimaryschool@falkirk.gov.uk	01324 503450
Carronshore Primary School	Kincardine Road, Carronshore, FK2 8EX	carronshoreprimaryschool@falkirk.gov.uk	01324 503480
Comely Park Primary School	Cow Wynd, Falkirk, FK1 1PZ	comelyparkprimaryschool@falkirk.gov.uk	01324 508560

Deanburn Primary School	Hazeldean Avenue, Bo'ness, EH51 0NS	deanburnprimaryschool@falkirk.gov.uk	01506 778320
Denny Primary School	Duke Street, Denny, FK6 6NW	dennyprimaryschool@falkirk.gov.uk	01324 508810
Drumbowie Primary School	Main Street, Standburn, FK1 2HS	drumbowieprimaryschool@falkirk.gov.uk	01324 861223
Dunipace Primary School	Thistle Avenue, Dunipace, FK6 6LS	dunipaceprimaryschool@falkirk.gov.uk	01324 508820
Easter Carmuirs Primary School	Carmuirs Drive, Camelon, FK1 4JG	eastercarmuirsprimaryschool@falkirk.gov.uk	01324 508550
Grange Primary School	Grange Loan, Bo'ness, EH51 9DY	grangeprimaryschool@falkirk.gov.uk	01506 778340
Hallglen Primary School	New Hallglen Road, Hallglen, FK1 2RA	hallglenprimaryschool@falkirk.gov.uk	01324 508510
Head of Muir Primary School	Haypark Road, Denny, FK6 5JZ	headofmuirprimaryschool@falkirk.gov.uk	01324 503170
Kinnaird Primary School	McIntyre Avenue, Larbert, FK5 4TQ	kinnairdprimaryschool@falkirk.gov.uk	01324 503370
Kinneil Primary School	Dean Road, Bo'ness, EH51 0DJ	kinneilprimaryschool@falkirk.gov.uk	01506 778360
Ladeside Primary School	Carronvale Road, Larbert, FK5 3LH	ladesideprimaryschool@falkirk.gov.uk	01324 503460
Langlees Primary School	Davids Loan, Bainsford, FK2 7RG	langleesprimaryschool@falkirk.gov.uk	01324 508590
Larbert Village Primary School	Main Street, Larbert, FK5 3AR	larbertvillageprimaryschool@falkirk.gov.uk	01324 503420
Laurieston Primary School	School Road, Laurieston, FK2 9JA	lauriestonprimaryschool@falkirk.gov.uk	01324 508620
Maddiston Primary School	Glendevon Drive, Maddiston, FK2 0GT	maddistonprimaryschool@falkirk.gov.uk	01324 506750
Moray Primary School	Moray Place, Grangemouth, FK3 9DL	morayprimaryschool@falkirk.gov.uk	01324 501300
Nethermains Primary School	Bulloch Crescent, Denny, FK6 5AR	nethermainsprimaryschool@falkirk.gov.uk	01324 508830
Sacred Heart RC Primary School	Bowhouse Road, Grangemouth, FK3 0EU	sacredheartprimaryschool@falkirk.gov.uk	01324 508730
Shieldhill Primary School	Main Street, Shieldhill, FK1 2HA	shieldhillprimaryschool@falkirk.gov.uk	01324 508540
Slamannan Primary School	Bank Street, Slamannan, FK1 3EZ	slamannanprimaryschool@falkirk.gov.uk	01324 851239
St Andrew's RC Primary School	Hawley Road, Falkirk, FK1 1SH	standrewsprimaryschool@falkirk.gov.uk	01324 508650
St Bernadette's RC Primary School	Edward Avenue, Stenhousemuir, FK5 4XR	stbernadettesprimaryschool@falkirk.gov.uk	01324 503400
St Francis Xavier's RC Primary School	Merchiston Avenue, Bainsford, FK2 7JS	stfrancisprimaryschool@falkirk.gov.uk	01324 508570
St Joseph's RC Primary School	Broomhill Road, Bonnybridge, FK4 2AN	stjosephsprimaryschool@falkirk.gov.uk	01324 503150
St Margaret's Primary School	Salmon Inn Road, Polmont, FK2 0XF	stmargaretsprimaryschool@falkirk.gov.uk	01324 506780
St Mary's RC Primary School	Gauze Road, Bo'ness, EH51 9QB	stmarysprimaryschool@falkirk.gov.uk	01506 778380
St Patrick's RC Primary School	Carronbank Crescent, Denny, FK6 6DW	stpatricksprimaryschool@falkirk.gov.uk	01324 508840
Stenhousemuir Primary School	Rae Street, Stenhousemuir, FK5 4QP	stenhousemuirprimaryschool@falkirk.gov.uk	01324 503440
Victoria Primary School	Middlefield Road, Falkirk, FK2 9HF	victoriapprimaryschool@falkirk.gov.uk	01324 508600
Wallacestone Primary School	Braemar Gardens, Brightons, FK2 0JB	wallacestoneprimaryschool@falkirk.gov.uk	01324 506760
Westquarter Primary School	Westquarter Avenue, Westquarter, FK2 9RN	westquarterprimaryschool@falkirk.gov.uk	01324 503950
Whitecross Primary School	Avontoun Crescent, Whitecross, EH49 6JN	whitecrossprimaryschool@falkirk.gov.uk	01506 778400
Secondary Schools			
Bo'ness Academy	Gauze Road, Bo'ness, EH51 9AS	bonessacademy@falkirk.gov.uk	01506 822028
Braes High School	Newlands Road, Reddingmuirhead, FK2 0DA	braeshighschool@falkirk.gov.uk	01324 719551

Denny High School	Herbertshire Park, Denny, FK6 6EE	dennyhighschool@falkirk.gov.uk	01324 827440
Falkirk High School	Westburn Avenue, Falkirk, FK1 5BZ	falkirkhighschool@falkirk.gov.uk	01324 679010
Graeme High School	Callendar Road, Falkirk, FK1 1SY	graemehighschool@falkirk.gov.uk	01324 622576
Grangemouth High School	Tinto Drive, Grangemouth, FK3 0HW	grangemouthhighschool@falkirk.gov.uk	01324 660210
Larbert High School	Carrongrange Ave, Stenhousemuir, Larbert, FK5 3BL	larberthighschool@falkirk.gov.uk	01324 554233
St Mungo's RC High School	Merchiston Avenue, Bainsford, FK2 7JT	stmungohighschool@falkirk.gov.uk	01324 614614

Additional Support for Learning Schools

Carrongrange High School	Oxgang Road, Grangemouth, FK3 9HP	carrongrangeschool@falkirk.gov.uk	01324 492592
Inclusion and Wellbeing Service	Laurieston Campus, Bog Road, Falkirk, Fk2 9PB	inclusionandwellbeing@falkirk.gov.uk	01324 501090
Thistle Wing	Kinnaird Primary School, McIntyre Avenue, Larbert, FK5 4TQ	Thistlewing@falkirk.gov.uk	01324 503370
Thistle Wing Annexe	Carrongrange Avenue, Stenhousemuir, FK5 3BH	Thistlewing@falkirk.gov.uk	01324 555266
Windsor Park School	Bantaskine Road, Falkirk, FK1 5HT	windsorparkschool@falkirk.gov.uk	01324 508640