

What is a complaint?

A complaint is an expression of dissatisfaction or concern by the public, however made, about the conduct, standard of service, actions or lack of action by the States of Guernsey Education Services, our schools and services or our staff.

If you are dissatisfied or have concerns about the standard of service, actions or lack of action by the States of Guernsey Education Services, our schools and services or our staff, we have a formal complaints procedure. Please note that this procedure is not intended for cases where the Committee *for* Education, Sport and Culture has taken a decision in a proper manner but with which you disagree or where you wish to complain about other people or organisations.

Examples of complaints would be where a parent or service user considers that there has been:

- failure to provide a service at the right time or to the right standard expected of the Service
- dissatisfaction in answering a query or responding to a request for a service
- failure to follow our agreed policy or procedures
- failure to take proper account of relevant matters in coming to a decision
- discourteous or improper behaviour by a member of staff

A complaint may not be investigated under the following circumstances:

- anonymous complaints
- cases where other rights of appeal exist (e.g. out of catchment requests)
- requests for new or additional services

Our complaints procedure is not:

- a way to review or appeal against decisions properly made
- a way to ask us to review a decision that has already gone against you through other proper procedures, such as a school out of catchment appeal

The procedure makes sure we properly look into your complaint and give you a considered response.