

“What if I am not satisfied with the outcome?”

We hope that you will feel satisfied with the outcome, or at least that your concerns have been fully and fairly considered.

If you are not satisfied, the Headmaster will offer to refer the matter to the Chairman of Governors. Alternatively, you may wish to write direct to the Chairman.

The Chairman will call for a full report from the Head, and will examine matters thoroughly before responding. This may result in a positive solution, but if it does not, the Chairman will invite you to a meeting. You may wish to be supported by a friend, but legal representation would not be appropriate at this stage.

If the meeting does not bring about a resolution, the matter would be referred to the school’s Conciliation Committee. It is their task to look at the issues in an impartial and confidential manner. The Committee Convener will invite you to a meeting. You will be asked if there are any papers you would like to have circulated beforehand. As with the Chairman’s meeting, you will be invited to bring a friend with you.

We hope that we shall be able to satisfy your concerns. If we are unable to do so, you may wish to seek legal advice. Serious complaints can also be addressed to your MSP or to the Registrar of Independent Schools in the Scottish Executive.

If you are unhappy about Cargilfield’s response to any complaint you may also contact **The Care Commission, Compass House, 11 Riverside Drive, Dundee, DD1 4NY (0845 603 0890).**

Cargilfield recognises and acknowledges your entitlement to complain and we hope to work with you in the best interests of the children and young people in our care.