



Ochil Tower School

Complaints Handling Procedure

How to Raise a Concern or Complaint

At Ochil Tower School, we are committed to providing the highest standards of residential care and education. We value open communication and treat all feedback, concerns, or expressions of dissatisfaction as opportunities to improve our environment. If something has gone wrong, we want to help you resolve it quickly and fairly.

1. How You Can Contact Us

We believe raising an issue should be simple and stress-free. We accept concerns and complaints through any medium that is comfortable for you, and you do not need to fill out a formal document to start the process. You can reach us via:

- Executive Officer
- Email: office@ochiltowerschool.org
- Phone: 01764 662416
- In Writing or In Person: Ochil Tower School, 140 High Street, Auchterarder, PH3 1AD

2. Directing Your Complaint

To help us route your concern or complaint to the correct manager immediately, please indicate which track your issue falls under when contacting us:

- **Track A: Service & Care Quality:** Concerns or complaints regarding daily residential care, educational delivery, staff conduct, activities, or general school operations.
- **Track B: Data Protection & Digital Privacy:** Concerns or complaints regarding how we handle your personal information, security or confidentiality matters, Data Subject Access Requests (DSARs), or challenges to automated reports and school AI systems.

3. Our Investigation Timelines

- **Stage 1 (Early Frontline Resolution):** We aim to resolve straightforward concerns informally within **5 working days**.
- **Stage 2 (Formal Investigation):** For complex matters or statutory data rights disputes, we will issue a formal written acknowledgement within **3 working days** and a resolution no later than **30 calendar days** for data privacy items.

A comprehensive investigation will be conducted, resulting in a formal written outcome letter delivered without undue delay and no later than 30 working days from the date that your

concerns are raised to allow time for any standard operational reviews or internal investigations.

4. Independent External Escalation

We always strive to resolve complaints internally. However, if you have fully exhausted our internal procedure and remain dissatisfied with our final Stage 2 outcome, you have the right to escalate the matter to our independent external regulators:

For Care, Support, or Residential Quality Complaints:

You hold a statutory right to contact the national care regulator directly at any stage of a care dispute:

- **The Care Inspectorate:** Compass House, 11 Riverside Drive, Dundee, DD1 4NY, 03456 009527
<https://www.careinspectorate.scot/complaints-and-feedback/complaints-about-registered-services/complain-about-a-service/how-to-complain>

For Educational Governance & Policy Concerns:

Unresolved formal disputes regarding independent school governance or education delivery may be escalated to The Registrar of Independent Schools where they relate to one or more of the grounds on which Scottish Ministers can find a school objectionable under the [Education \(Scotland\) Act 1980](#). This does not include disputes relating to fees.

The Registrar may not investigate individual complaints but may seek information from the school regarding its governance and delivery of education generally. It is not for the Registrar of Independent Schools, or any inspecting body, to facilitate or otherwise be involved in such mediation.

More information on handling complaints about independent schools can be found at:

[Concerns or complaints about independent schools - Registration of independent schools: guidance for applicants, proprietors, and parents - gov.scot](#)

For Data Protection, Privacy, or Digital Rights Disputes:

Under the **Data Use and Access Act (DUAA) 2025**, the regulator requires you to have fully completed our internal complaints process first before they will accept your case. If after stage 2 you remain dissatisfied you can contact the Information Commissioner:

- **Information Commissioner's Office (ICO):** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF | 03031 231113 | www.ico.org.uk