

Extract of Email trail
Mackie Academy, Aberdeenshire, January 2020

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 23 January 2020 15:33
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: For Action: Safeguarding Complaint - Mackie Academy, Aberdeenshire * due 27 Jan *

Many thanks – the LA are now aware of this concern.
The response below can now be sent.
[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 22 January 2020 11:11
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: For Action: Safeguarding Complaint - Mackie Academy, Aberdeenshire * due 27 Jan *

Hi [REDACTED]

Please see the complaint below from [REDACTED] regarding [REDACTED] at Mackie Academy, Aberdeenshire.

I would be grateful if you could review my proposed response and advise if you are happy for this to be issued once the authority are aware.

Dear [REDACTED]

Thank you for your email of 21 January 2020 to Education Scotland.

I note your concerns regarding [REDACTED] at Mackie Academy, Aberdeenshire. In response to your concerns, Education Scotland will follow our safeguarding procedures. This requires us to inform Aberdeenshire Council of your concerns in order that they are fully aware of the information you have shared with us. Our safeguarding Lead Officer will share the information with the appropriate member of staff in the education authority.

I would advise that you also raise your complaint with Aberdeenshire Council. The education authority has responsibility for ensuring that any concerns about schools in its area are dealt with appropriately. The following link takes you to the complaints section on their website, [Aberdeenshire complaints](#), which you may have already accessed.

If you are not satisfied with the response from the education authority, and you feel your concerns have not been addressed to your satisfaction, you have the right to contact the Scottish Public Services Ombudsman (SPSO), who handle complaints about public services in Scotland, for advice. The SPSO will consider complaints which have been through the formal complaints procedure of your local authority.

Contact details for the SPSO are as follows:

In Person:	SPSO, Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NS
By Post:	SPSO, Freepost
Freephone:	0800 377 7330
Online Contact:	http://www.spsso.org.uk/contact-us
Website:	http://www.spsso.org.uk/
Mobile Site:	http://m.spsso.org.uk

Thank you for taking the time to contact us.

Yours sincerely

[REDACTED]
Corporate Business Manager
Education Scotland

Please note the deadline for sending a response is **Monday 27 January**.

Kind Regards
[REDACTED]