

COMPLAINTS PROCEDURE -AT A GLANCE

Time Limit

Please contact the school as soon as possible, unless there are exceptional circumstances, complaints will normally only be considered within 6 months of origin of the complaint to the school. Two informal stages will occur before moving onto the Formal Stages mentioned above.

Informal Stages

Stage 1

A comment/complaint made to appropriate member of staff (verbally).

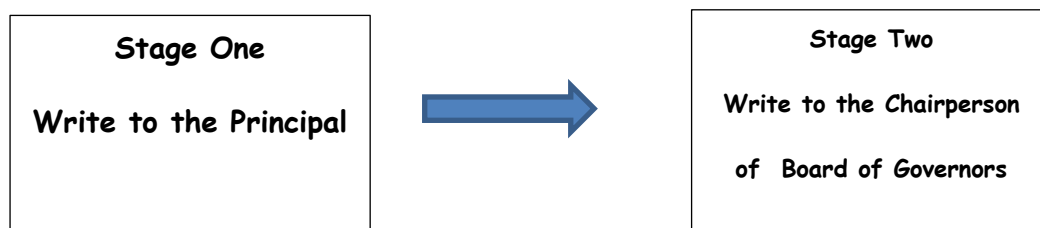
Discuss the issues, implement any agreements-No further action

Stage 2

Comment/complaint made to Principal (verbally)

Schedule a meeting, discuss the issues, implement any agreements-No further action

Formal Stages



Stage One

When making a complaint, contact the school Principal who will arrange for the complaint to be investigated.

If the complaint is about the Principal, proceed to Stage Two.

The school requires formal complaints to be made in writing, where this may present difficulties, please contact the school which will make reasonable arrangements to support you with this process. (see guidance notes for further information)

Please provide as much information as possible including;

- name and contact details
- what the complaint is about
- what has already been done to try to resolve it and
- what you would like the school to do to resolve the complaint.

The complaint will normally be acknowledged within 10 school working days and a response normally made within 20 school working days of receipt of the complaint. The principal will investigate the complaint, implement any changes/agreements and will confirm outcomes in writing indicating with reasons whether the complaint has been upheld, partially upheld or not upheld.

These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.

If you remain unhappy with the outcome at Stage 1, the complaint may be progressed to Stage 2 which is overseen by the Board of Governors.

Stage Two

If the complaint is unresolved after Stage One, write to the Chairperson of the Board of Governors (care of the school and marked 'private and confidential').

Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process. The

Chairperson will convene a committee/subcommittee to review the complaint. Please provide as much detail as possible as indicated above.

The complaint will normally be acknowledged within 10 school working days and a final response normally made within 25 school working days from date of receipt of the complaint.

The response will be issued in writing by the Chairperson of the committee. These time frames may need to be reviewed if complaints are ongoing during school holiday periods

Appeals Process

If unresolved, write to have the case heard by the full Board of Governors.

The complaint will normally be acknowledged within 10 school working days. A meeting with the complainant within 30 working days. The BOG will consider the issues, implement any changes/agreements and a final response will normally be made by the 40th working day from date of receipt of the complaint.

The response will be issued in writing by the Chairperson of the committee. These time frames may need to be reviewed if complaints are ongoing during school holiday periods

If following Stage Two you remain dissatisfied with the outcome of your complaint, you can refer the matter to the Office of the Northern Ireland Public Services Ombudsman (NIPSO). The Ombudsman provides a free, independent and impartial service for

handling complaints about schools in Northern Ireland. You have the right to complain to the Ombudsman if you feel that you have been treated unfairly or have received a poor service from a school and your complaint has not been resolved to your

satisfaction. A complaint should normally be referred to NIPSO within six months of the final response from the School. The school must advise in its concluding letter

that the complaint may be referred to the NIPSO if you remain dissatisfied.

Northern Ireland Public Services Ombudsman (NIPSO)

Contact details for NIPSO are:

Northern Ireland Public Services Ombudsman

Office of the Northern Ireland Public Services Ombudsman

Progressive House

33 Wellington Place

Belfast BT1 6HN

Freepost: FREEPOST NIPSO Telephone: 02890 233821 Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk Web: www.nipso.org.uk