



104 Moneynick Road, Randalstown, BT41 3HS

Telephone: 028 79650331

Principal: Mrs Fiona McConway

[www.moneynickps.com](http://www.moneynickps.com)

8 September 2020

**Moneynick Primary School**  
**GUIDANCE NOTES FOR PARENTS**

**If you have a concern or complaint**

In Moneynick Primary we welcome suggestions for reviewing and enhancing our support for your child. It would be appreciated if you have a concern that you tell us as soon as possible as it can be difficult to investigate an incident or problem which may have happened some time ago.

**What to do first**

Most concerns and complaints can be sorted out quickly by speaking with your child's class teacher. If you have a complaint which you feel should be considered by the principal, Mrs McConway, you should contact her as soon as possible. It is usually best to discuss the problem face to face. To do this you may need an appointment which can be arranged by contacting the school office. The same arrangement applies if you wish to speak with a member of the teaching staff.

The principal or member of staff will make every effort to resolve your problem speedily and efficiently. They will discuss what you feel went wrong, and they will explain what will be done to follow up your complaint. As well as helping to resolve the immediate difficulty it is hoped that speaking with you will help to prevent a similar problem arising again.

**What to do next**

If you have addressed your complaint to a teacher and are dissatisfied with the response, you can make your concern known to the principal, Mrs McConway.

If your complaint relates to the principal, then it should be referred to the Chairperson of your school's Board of Governors, Mr Kevin Traynor. You can write to the Chairperson at the school address.

You may also find it helpful to have a copy of the school's Complaints Procedure as this explains in detail the procedure to be followed in the event of a complaint against the school. This document is available from the school office.

A full investigation will be conducted as soon as possible. As part of the investigation you or others may be asked for additional information, following which you will receive a response to your complaint.