



Policy on Complaints

St. Teresa's Nursery School is committed to school self-review, evaluation and improvement. It is of paramount importance that St. Teresa's Nursery School runs smoothly and that parents/carers and staff work together in a spirit of co-operation in the best interests of the children. In the event of complaints from either parents/carers or staff, every effort will be made to respond quickly and appropriately and the following procedures will be followed:

- If a parent/carer feels that he/she has cause for complaint they should either speak to a member of staff, the Principal or a member of the Board of Governors – the Parents' representative or the Chairman (see Nursery noticeboard for the Board of Governor contact list).
- Where a complaint is made to a member of staff, the Principal should be informed immediately.
- The Principal will respond to any complaint as quickly as possible and will talk with staff and parents/carers to resolve the issue.
- Complaints will be recorded, dated and filed.
- After a complaint has been resolved the final outcome will be written, recorded, dated and filed. Any recommendations for changes in procedure will be made and noted.
- It is clearly understood that parents/carers have the right to phone the CCMS after talking to the Nursery staff, if they feel that they have not received a satisfactory response to their complaint.
- Complaints by a member of staff will be dealt with by the Principal or Chairman of the Board of Governors immediately.
- Parents/carers who have an unresolved issue of complaint and feel that they have been treated unfairly as a result of the actions or decision made by the Board of Governors, may take the matter to the Northern Ireland Public Services Ombudsman (NIPSO).

Monitoring and evaluation

This policy will be reviewed and monitored in line with the school's policy review schedule.