



How to Put Things Right

Our Procedures for Comments & Complaints.



20-30 Old Manse Road, Whiteabbey, BT37 0RU

If you have a comment or compliment:

As a major part of Whiteabbey Primary School we value feedback from all our children, parents and wider local community on the service our learning community provides. We have an annual Parents' Survey each year in January or February and encourage all our families to participate. In addition to this we welcome:

- direct feedback face to face or by email to office@whiteabbeyps.co.uk
- We also have a comment box in our school foyer for all not urgent comments or suggestions.

If you have a *concern* or *complaint*:

In Whiteabbey Primary School we try to give the best service possible but there may be times when you feel that you have not been dealt with as well as you would wish. If this is the case we would like to know and to have the opportunity to put matters right. As a school, 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 with a *concern*:

Most *concerns* can be sorted out quickly by speaking with your child's class teacher. If you have a *concern* which you feel should be considered by the Principal, you should contact him/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 our school office. The same arrangement applies if you wish to speak with a member of our 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 concern. 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 remain unhappy:

If you have addressed your concern to the teacher and Principal and you remain dissatisfied with the response you can make your concern a *formal complaint* in writing to the Principal (Stage 1).

What to do next if you remain unhappy:

If you remain unhappy with the outcome of Stage 1 or the *complaint* relates to the Principal and is of a child protection nature, then it should be referred formally to the Chairperson of the Board of Governors (Stage 2). You can write to the Chairperson at our school address and mark the envelope '*Private & Confidential*'.

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

You may also find it helpful to have a full copy of our school's policy for handling comments and complaints called *Putting Things Right*. This document 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 and from the school website:

<http://www.whiteabbeyps.co.uk>

Northern Ireland Public Services Ombudsman (NIPSO)

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. 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
Telephone: 02890 233821 Freephone: 0800 34 34 24
Email: nipso@nipso.org.uk Web: www.nipso.org.uk