

Shaftesbury Nursery School Complaints Procedure for Parents

If you have a concern please speak to your **child's teacher/ the school Principal** in the first instance to raise any issue and to seek resolutions.



If you are not able to resolve the issue, or if you have an issue regarding the principal, please contact Dr. Neill Morton, the **Chair of Governors**.



If you are unable to resolve the issue, you may raise a complaint through the School Complaints Procedure.



The School Complaints Procedure is available from the school on request and is available on our website under policies.

If you have escalated your concern as set out in the above flowchart, and are of the view that it has not been addressed satisfactorily, you may revert to the school's complaints policy. This policy should culminate in the option for you to contact the NI Public Services Ombudsman (NIPSO) who has the legislative power to investigate your complaint. Details of how to make a complaint to NIPSO can be found on their website at: www.nipso.org.uk or, by telephone on 0800 34 34 24. However, please bear in mind that usually, before you complain to the Ombudsman, you will be expected to have exhausted the school's internal complaints procedure.

