

Carr's Glen Primary and Nursery School



COMPLAINTS PROCEDURE

September 2021

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1. FOREWORD

At Carr's Glen Primary & Nursery School we have the best interests of all our pupils and their families at the centre of all we do. We therefore take any concerns/complaints about the level of performance/service which we deliver seriously. Therefore, we encourage anyone with a concern to speak to us as soon as possible. If concerns are dealt with at an early stage, then they are more likely to be resolved and there is no unnecessary dissatisfaction.

Many issues can be addressed simply by talking to the relevant staff in school who will be happy to help. Open communication and regular engagement between the school staff and the wide range of users is vital to the effective management of the school.

We welcome open communication with our staff; you can speak to staff by:

- *Making use of the school apps employed by your class teacher such as Seesaw*
- *Making an appointment, through the school office, to meet with your teacher*
- *Sending a note with your child for the teacher*

If you have any issues please talk to the teacher as soon as possible but please understand that it is not always possible for the teacher to meet with you on an impromptu basis and it may be necessary to arrange an agreed time and date. Concerns about matters other than in the classroom should be raised with the Principal. We take all concerns seriously and make every effort to resolve matters as quickly as possible.

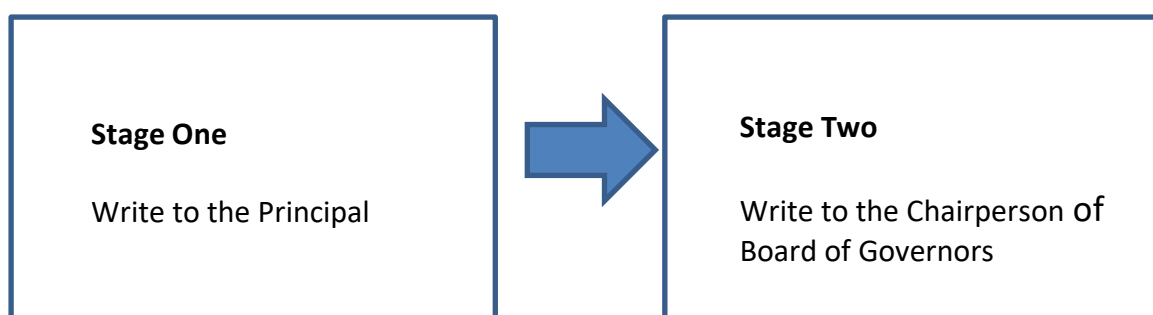
2. AIMS

When dealing with complaints the school will;

- encourage resolution of all concerns as quickly as possible
- provide timely responses to concerns and complaints
- keep you informed of progress
- ensure a full and fair investigation of your complaint where appropriate
- have due regard for the rights and responsibilities of all parties involved
- respect confidentiality
- fully address complaints and provide an effective response
- take appropriate action to rectify the issue and prevent it happening again where appropriate
- be responsive to learning from outcomes which will inform and improve practice within the school.

A copy of this Procedure is available on the school's website or is available from the school on request.

3. 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.

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 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 5 school working days and a response normally made within 20 school working days of receipt of the complaint. This response will be issued in writing by the Principal and will indicate 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 to review the complaint. Please provide as much detail as possible as indicated above.

The complaint will normally be acknowledged within 5 school working days and a final response normally made within 20 school working days from date of receipt of the complaint. The response will be issued in writing by the Chairperson of the committee.

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

4. SCOPE OF COMPLAINTS PROCEDURE

4.1 The Complaints Procedure sets out how any expression of dissatisfaction relating to the school will be managed. By taking concerns raised seriously at the earliest possible stage, it is hoped that issues can be resolved quickly and effectively.

Some examples of complaints dealt with;

- not following school policy
- communication delays / lack of communication
- difficulties in staff / pupil relationships.

4.2 Complaints with separate established procedures

Some examples of statutory procedures and appeal mechanisms are listed below. The list is not exhaustive. The Principal/ Chair of Governors will advise on the appropriate procedure to use when the complaint is raised.

Matters may still be referred to NIPSO, if it is felt that maladministration has occurred.

Exceptions	Contact
<ul style="list-style-type: none"> • Admissions / Expulsions / Exclusion of children from school 	Contact www.eani.org.uk Director of Operations and Estates Sara Long
<ul style="list-style-type: none"> • Statutory assessments of Special Educational Needs (SEN) 	Contact www.eani.org.uk Director of Children and Young People’s Services Dr Clare Mangan
<ul style="list-style-type: none"> • School Development Proposals 	Contact www.eani.org.uk Director of Education John Collings
<ul style="list-style-type: none"> • Child Protection / Safeguarding 	Contact www.eani.org.uk Director of Children and Young People’s Services Dr Clare Mangan

4.3 The school will not normally investigate anonymous complaints, unless deemed by the Chairperson of the Board of Governors to be of a serious nature. The

decision of whether to deal with such complaints will be at the discretion of the Board of Governors. *(see guidance notes for further information)*

5.0 WHAT TO EXPECT UNDER THIS PROCEDURE

5.1 Your rights as a person making a complaint

In dealing with complaint we will ensure;

- fair treatment
- courtesy
- a timely response
- accurate advice
- respect for privacy – complaints will be treated as confidentially as possible allowing for the possibility of consultation with other appropriate parties about the complaint and
- clear reasons for decisions.

5.2 Your responsibilities as a person making a complaint

In making a complaint it is important to;

- raise issues in a timely manner
- treat our staff with respect and courtesy
- provide accurate and concise information in relation to the issues raised
- use these procedures fully and engage with them at the appropriate levels.

5.3 Rights of parties involved during the investigation

Where a meeting is arranged the complainant may be accompanied but not represented by another person.

This Procedure does not take away from the statutory rights of any of the participants.

5.4 Timeframes

Where concerns are raised with the relevant Teacher or Principal, a response will normally be provided during the meeting or within an agreed timeframe.

Stage 1 – Normally acknowledge within 5 school working days, response normally within 20 school working days

Stage 2 – Normally acknowledge within 5 school working days, response normally within 20 school working days

If, for any reason, the review of a complaint takes longer to complete, you will be informed of revised time limits and kept updated on progress.

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

6.0 MAKING A COMPLAINT

6.1 Equality

The school requires complaints to be made in writing. Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.

Appeal outside of the school process

Should you have exhausted our internal complaints procedure and you remain dissatisfied you may refer your complaint to the Northern Ireland Public Services Ombudsman. You must make your complaint to the Ombudsman within 6 months of the date of this letter. The NIPSO contact details are as follows:

Northern Ireland Public Services Ombudsman

Progressive House

33 Wellington Place

BELFAST

BT1 6HN

Freepost: Freepost NIPSO

Telephone: 028 9023 3821 or Freephone: 0800 34 34 24

Text Phone: 028 9089 7789

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

6.2 Unreasonable Complaints

The school is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain.

There will be occasions when, despite all stages of the complaints procedure having been completed and the complaint having been reviewed by the Ombudsman, the complainant remains dissatisfied. If they try to re-open the same issue, the Chair of Governors will inform them that the procedure has been completed and that the matter is now closed.

If the complainant repeatedly continues to contact the school with the same issue it may choose not to respond.

Previously approved 2019
Awaiting approval from BOG
Review September 2023



If you have a complaint

You can request a meeting
with the class teacher

You can request a meeting
with the Principal

You can write to the chair of
governors

You can write to the
Education Authority

All matters of complaint must be
dealt with in a calm and respectful
manner