

## DEALING WITH YOUR CONCERNS

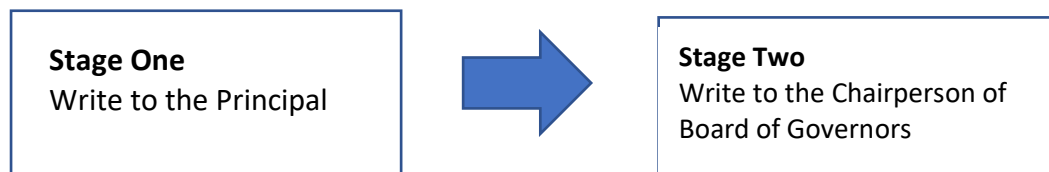
At Moyle Primary School and Nursery Unit we value parents as partners in the education of our pupils. The views of parents are significant and we encourage any positive contributions which parents make to the life of the school.

From time to time, a parent may have a concern about some aspect of their child's life at school. Working in partnership with parents, it is the school's aim that any concern is dealt with quickly and efficiently, to the satisfaction of all.

**Most concerns can be dealt with on an 'informal basis.'** The principal operates an open door policy and tries to be at different times available in the front foyer and elsewhere where parents might be. If you have a concern please do approach a member of staff. If a more in depth discussion is needed then an appointment can be made.

Sometimes there are concerns that a parent has that need to be dealt with formally. The next section sets out our formal complaints/concerns procedures at Moyle Primary School.

### 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, write to 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 10 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 10 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.***

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).