



# St. Mary's Limavady

*Scoil Mhuire Léim an Mhadaidh*

*Living Faith, Inspiring Learning, Shaping Futures*

## **COMPLAINTS PROCEDURE**

### **St. Mary's Limavady**

Date Approved by Board of Governors: JANUARY 2018

Next Policy Review Date: JANUARY 2020

Chairperson BOG \_\_\_\_\_

## **Complaints Procedure – Policy Statement**

At St. Mary's Limavady, we take complaints very seriously. We have the best interests of all our pupils and their families at the centre of all we do. In this regard, 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. If you have any issues, please talk to the teacher/ form teacher / head of year or Vice Principal as soon as possible. If stakeholders are not satisfied with responses or if their concerns are about matters other than in the classroom they should be raised with the Principal. We take all concerns seriously and make every effort to resolve matters as quickly as possible. This policy is established to create where appropriate and necessary a mechanism for the resolution of complaints be they written or verbal.

### **Aims**

Our Complaints Procedure aims to:

- provide an efficient and thorough system through which issues are effectively addressed
- facilitate the school in providing the best possible service for its pupils and the local community
- provide a simple, speedy and accessible service that respects confidentiality
- be courteous and respectful
- address issues arising from complaints in a fair and honest manner within the timescales set out
- treat individuals and groups with openness, equality and inclusiveness
- keep people informed of progress and the final outcome of the issues raised
- Be simple, easily accessible and easy to use.

These procedures do not replace or supplement other established procedures and/or appeals mechanisms in such areas as Child Protection, Special Education, Admissions, Suspensions and Expulsions etc.

In addition, where it becomes evident at an early stage that the nature of your complaint may give rise to future disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures.

We are not able to deal with anonymous complaints and therefore these procedures do not provide for a resolution of anonymous complaints except for the referral of child protection concerns to the appropriate Child Protection Procedures and Guidelines. The complaint can only be made on the child's behalf by the legal parent/guardian.

### **Your rights as a person making a complaint**

In dealing with your complaint we will ensure that you receive:

- fair treatment;
- courtesy;
- a timely response;
- accurate advice;
- respect for your privacy – concerns will be treated as confidentially as possible allowing for the possibility that we may have to consult with other appropriate Agencies about your complaint;
- Reasons for our decisions.

Where there are grounds to your complaint we will acknowledge this and address the issues you have raised. Similarly, we will ensure that you are clearly advised where we believe that there are no grounds to your complaint.

## **Your Responsibilities as a person making a complaint**

In raising an issue we would expect that you:

- Raise issues in a timely manner;
- Treat our staff as professionals, in a non-threatening manner and with respect and courtesy;
- Provide accurate and concise information in relation to the issue you raise;
- Use these procedures fully and to engage in them at the appropriate levels.

In addition, we would expect that you have reasonable grounds for making a complaint and that you display due consideration for the structures, rules and procedures of the school.

## **Making a Complaint**

### **Stage 1 - Informal - Speaking with the Teacher concerned**

In the first instance a complaint or concern should normally be referred verbally to the teacher concerned, so that they may be allowed an opportunity to address the issue, as in many instances, these can arise through a simple misunderstanding. You should observe the school's existing protocols for arranging and conducting such approaches or meetings.

### **Stage 2 - Informal - Speaking with the Principal**

If your complaint remains unresolved you should arrange a meeting with the Principal to discuss the issue with him/her. You should let the Principal know in advance the nature of your concerns so that he/she can prepare for the meeting.

If you have concerns relating to the Principal, you should arrange a meeting with him/her to discuss the issues as at Stage 1.

In some circumstances the Principal will not be able to deal effectively with your concerns immediately and he/she will require some time over which to investigate and prepare a proper response. If further time is required you will be told of this.

### **Stage 3 – Formal - Writing to the Principal**

Sometimes it will not be possible for you to have your complaint resolved at source through the informal routes proposed at Stages 1 and 2 or indeed it might be more appropriate to initiate the procedures at this stage. Your written complaint should be as concise as possible and address **specifically** the issue or issues that are of immediate concern to you.

- You will receive a written acknowledgement of your letter within 10 working days.

### **Stage 4 - Formal – In writing to Governor Sub-Committee**

If you still believe that your complaint has not been dealt with in a satisfactory manner, or in a case where you decide to raise an issue at this level, you may write to the Chairperson of Board of Governors. The Chairperson will be responsible for bringing your complaint to a Governors' Sub-Committee, which will investigate and respond to your complaint. Your written complaint should be as concise as possible and address **specifically** the issue or issues that are of immediate concern to you.

However, where it is evident that the nature of your complaint may give rise to future disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures which may subsequently involve Governors at another level.

- You will receive a written acknowledgement of your letter within 10 working days.

### **Appeals Process – Full Board of Governors**

Finally, if you still believe that your complaint has not been addressed you may write to the Chairperson of Board of Governors requesting that you be allowed to meet with the full Board of Governors to appeal the outcomes. The Chairperson will be responsible for ensuring that you are invited to the next suitable scheduled meeting of Governors where your appeal will be heard. Your written request should be as concise as possible and set out **specifically** the grounds for your Appeal.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received and provide you with the date and time of the meeting at which you will have an opportunity to discuss your concerns. Since this process is consultative in nature and not adversarial, a complainant will not have the right to be accompanied or represented by any other person, unless it is

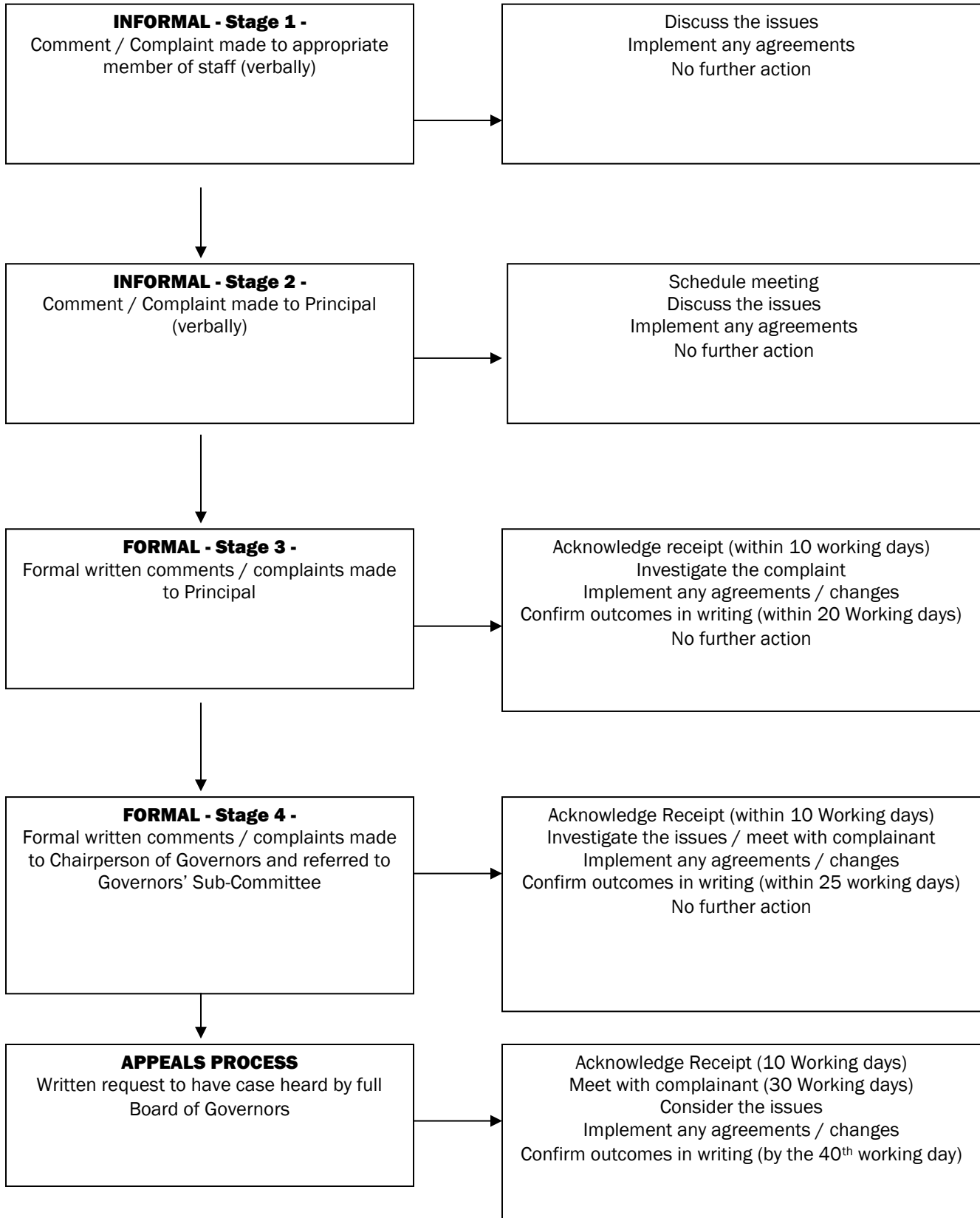
deemed appropriate by the Board of Governors. This meeting will normally take place within 30 working days of your Appeal request having been received.

Following this meeting, and within 10 working days of that meeting, you should expect a final written response. This will indicate the Governors' findings, their recommendations and the reasons supporting their decisions.

If you do not respond within a reasonable time to the outcome of an investigation into your comment / complaint we will assume that you are satisfied and do not require us to take further action.

# HANDLING COMPLAINTS IN CATHOLIC MAINTAINED SCHOOLS

## FLOW CHART



## **Northern Ireland Public Services Ombudsman (NIPSO)**

If following these procedures 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

Freepost: FREEPOST NIPSO Telephone: 02890 233821 Freephone: 0800 34 34 24

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk) Web: [www.nipso.org.uk](http://www.nipso.org.uk)