

St Caolan's Primary School

Policy and Procedures for dealing with concerns and complaints

Ratified September 2021
Review September 2022

POLICY AND PROCEDURES FOR RAISING CONCERNS IN ST CAOLAN'S P.S.

It is our aim to have clear open communication between the parents of our pupils, staff and governors, in order to ensure the development and continuation of high quality learning experiences. We value your comments and suggestions and strive to listen to and please all; however, I am sure you will appreciate this is sometimes not possible to achieve. We understand that an occasion may arise when someone feels they have a concern or complaint about some aspect of our provision. In the event of this happening every school is required to have an agreed policy and procedures for raising concerns.

Any involved party is welcome to comment on or raise issues on the following:

- preferences and requests
- concerns about their child
- the conduct of staff

We will also take into consideration the right of children to express opinions and be listened to as outlined in the Educations and Libraries (Northern Ireland) Order 2003.

All concerns or complaints will be dealt with promptly and the following procedures are laid down to help ensure satisfaction for all parties:

1. All concerns and complaints should in the first instance be brought to the attention of your child's class teacher or Principal Mrs Cassidy who will attempt to resolve the problem and advise on what action to take. Concerns or complaints can be made either verbally or in writing. Mrs Cassidy will maintain a record of all complaints received.
2. If agreement cannot be reached and the person lodging the complaint remains dissatisfied they will be advised to make a formal complaint in writing to the Chair of the Board of Governors Mr Val Mc Murray.
3. The Chairperson of the Board of Governors will undertake to investigate the complaint. This can either be investigated solely by the chairperson or by a sub committee.
4. If the complaint concerns a member of staff the chairperson, as part of his investigation, will advise the individual concerned that a complaint has been made. As part of the investigation the individual will be required to provide a response to the complaint.
5. The Chairperson will notify the person making the complaint that the issue is being investigated and will advise of the probable time limit by which a decision will be notified in writing.
6. It is envisaged that any formal complaint will be dealt with within a two-week time scale; however, if this is not possible a decision will be made within four weeks. The decision of the chairperson will be notified in writing to the person raising the concern or complaint.
7. If the person raising the concern or complaint remains dissatisfied with the outcome of the Board of Governor's decision they may refer the matter directly to C.C.M.S who will follow their complaints procedure.