



## Gorran Primary School

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Principal: Mr J Cleland

*'The Perfect Start to Lifelong Learning'*



## **Complaints Policy** **Gorran Primary School**

Principal: Mr J Cleland

Chairperson of Board of Governors: Mr Ian Gregg

**November 2019**

*Signed:* \_\_\_\_\_  
*Chair of the Board of Governors*

*Date:* \_\_\_\_\_

*Signed:* \_\_\_\_\_  
*Principal*

*Date:* \_\_\_\_\_

# Gorran Primary School

## Complaints Policy

### 1 Introduction

**1.1** We believe that our school provides a good education for all our children, and that the Principal and other staff work very hard to build positive relationships with all parents. However, the school has procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

**1.2** If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to contact their child's teacher to resolve the matter. Most issues can usually be resolved by forwarding a note to the teacher concerned or telephoning the school to pass on a message. If the issue is not resolved or is of a more serious/urgent nature a parent should contact the school to request a meeting with the child's class teacher. In the event that a parent is not satisfied with the response of the school they should then contact the school Principal. The Principal will intervene and may arrange/facilitate a meeting with those involved. Discussions and agreements will be documented and a review date set to monitor, evaluate and review progress.

**1.3** We deal with all complaints in accordance with procedures set out by the Board of Governors. If the school cannot resolve any complaint itself, those concerned can ask the Chair of Governors to intervene.

**1.4** All parents have the right, as a last resort, to appeal to the Department of Education, if they still feel that their complaint has not been properly addressed.

### 2 Aims and objectives

**2.1** Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

### 3 The complaints process

**3.1** If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. This may require several meetings over a period of time, especially if the concern reoccurs. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

**3.2** Where a parent feels that a situation has not been resolved through a period of on-going contact and consultation with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Principal. The Principal considers any such complaint seriously and investigates each case thoroughly. If necessary a review date will be agreed to monitor, evaluate and review the outcomes of this process. Most complaints are normally resolved at this stage.

**3.3** Should a parent have a complaint about the Principal, or is not satisfied that the complaint has been resolved at school level, s/he should first make an informal approach to the Chair of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

**3.4** Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

**3.5** After hearing all the evidence, the governors consider their decision and inform the parent about it in writing. The governors do all they can at this stage to resolve the complaint.

**3.6** If the complaint is not resolved, a parent may make representation to the Department of Education. Further information about this process is available from the Department of Education. A further meeting is chaired by an independent facilitator, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

**3.8** If the complaint is still not resolved I can contact the NI Public Service Ombudsman. Tel: 0800 343 424

## **4 Monitoring and review**

**4.1** The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Principal logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

**4.2** Governors take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

## Appendix 1

### How a Parent can make a Complaint?

I have concern about school.



I can talk to the class teacher.



If the situation is not resolved, I can speak to the Principal - Mr. Cleland.



If the complaint is about the principal or the situation is still not resolved, I can talk/write to the Chair of Board of Governors (Mr. Gregg)



If I am still concerned I can contact the NI Public Services Ombudsman  
Tel: 0800 343 424