

PARENTAL COMPLAINTS POLICY

Carrick Primary School



January 2020

Contents	Page
1. Introduction	2
1.1 School Information	
1.2 Communication Chart	
2. Scope of the Complaints Procedure	4
2.1 Complaints with Established Procedures	
2.2 Anonymous Complaints	
3. Aims of the Complaints Procedure	4
3.1 When dealing with Complaints	
3.2 Availability of Procedure	
4. Complaints Procedure - at a Glance	5
4.1 Time Limit	
4.2 Stage One	
4.3 Stage Two	
4.4 Northern Ireland Public Services Ombudsman	
5. What to Expect Under this Procedure	8
5.1 Your rights as a person making a complaint	
5.2 Your responsibilities as a person making a complaint	
5.3 Rights of parties involved during the investigation	
5.4 Timeframes	
5.5 Equality	
5.6 Unreasonable complaints	
6. Conclusion	8

Carrick Primary School

1. Introduction

1.1 School Information

Vision Statement

Forward Together: “Ar aghaidh le chéile”.

Mission Statement

In Carrick Primary School we aim to provide a safe, caring and stimulating environment, in order to realise and celebrate the academic and non-academic potential of all our pupils. We expect our pupils to work hard and encourage parents to assist us in helping children to learn and to become lifelong learners.

School Aims

We aim to:

1. develop and strengthen each pupil’s understanding and love of Catholic values by promoting the Catholic ethos throughout the school;
2. create a safe, enjoyable learning environment, in which effective learning is facilitated and quality teaching is provided;
3. implement all aspects of the Northern Ireland Curriculum;
4. help our pupils to develop a positive attitude towards life and a love of learning;
5. value, respect and nurture every child in our care;
6. encourage pupils to respect themselves and others and to support and care for one another;
7. equip our children with the necessary life skills to enable them to participate in a fast changing society; and
8. involve the parents, Board of Governors and wider community in the life of the school and in the holistic development of the children in our care.

We, the staff of Carrick Primary School, endorse the Convention on the Rights of the Child and are working towards the implementation of policies and practices which reflect the Convention.

Article 28:

Every child has the right to an education. Primary education must be free.

Article 29:

Education must develop every child’s personality, talents and abilities to the full. It must encourage the child’s respect for human rights, as well as respect for their parents, their own and other cultures, and the environment.

The Board of Governors together with the Principal set the direction and tone of the school in all that they do and they are committed to working with parents in the best interests of their children's education. The purpose of this Complaints Policy is to address complaints raised by parents/guardians. We take complaints very seriously and encourage anyone with a concern to speak to us as soon as possible.

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. We will make every effort to resolve any issues or concerns raised as quickly as possible. We welcome communication between parents/guardians and staff. Parents/carers can do this by contacting the school as outlined below:

1.2 Communication Chart

Please telephone or email the school to make an appointment to speak to your child's teacher, or to the Principal (Mrs Anne Cassidy)

Telephone: 028 417 52448

Email: acassidy452@c2kni.net

If you wish to make a complaint, please follow the School Complaints Procedure as attached.

2. Scope of the Complaints Procedure

A complaint is described as an expression of dissatisfaction with our work.

2.1 Complaints with Established Procedures

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

This procedure should not be used for complaints with separate established procedures. However, if your complaint relates to the school's failure to correctly administer any of these procedures, then you may complain by means of this policy.

Some examples of statutory procedures and appeal mechanisms, which are not part of this school's complaints procedure, are listed below. The list is not exhaustive. The Principal/ Chair of Governors will advise on the appropriate procedure to use when a complaint is raised.

Exceptions
<ul style="list-style-type: none">• Admissions / Expulsions / Exclusion of children from school• Statutory assessments of Special Educational Needs (SEN)• School Development Proposals• Child Protection / Safeguarding

2.2 Anonymous Complaints

The school will not normally investigate anonymous complaints, unless deemed by the Chairperson of the Board of Governors to be of a very serious nature. The decision of dealing with such complaints will be at the discretion of the Chairperson of the Board of Governors.

3. Aims of the Complaints Procedure

3.1 When dealing with Complaints

Our school aims to:

- Encourage resolution as quickly as possible;
- Provide timely responses;
- Keep complainants informed of progress;
- Ensure a full and fair investigation of your complaint;
- 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;
- Be responsive to learning from outcomes that will inform and improve practice within the school;

- Provide a process that is simple to understand and use;
- Be impartial; and
- Be non-adversarial.

3.2 Availability of Procedure

A copy of this Procedure is available on our school’s website and is available from the school on request.

4. Complaints Procedure – At a Glance



4.1 Time Limit

To enable complaints to be resolved, please contact the school as soon as possible. Unless there are exceptional circumstances, complaints will normally only be considered within 6 months of the date of the incident(s) about which you are complaining.

4.2 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 and we will make reasonable arrangements to support you with this process.

When writing your complaint, please provide clear information and include the following:

- Your name and contact details;
- What your complaint is about – please try to be specific;
- What you have already done to try to resolve it; and
- What you would like the school to do to resolve your complaint.

The Principal will normally acknowledge the complaint as soon as possible but within 10 school working days. This will be a short response and you will be sent a copy of, or a link to the school’s Complaints Policy. A final response will normally be made within 20 school working days of receipt of the complaint. This response will be issued in writing and will indicate with reasons whether the complaint has been upheld, partially upheld or not upheld.

If, for any reason, the consideration 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.

If you remain unhappy with the outcome at Stage One, the complaint may be progressed to Stage Two which is overseen by the Board of Governors. This should normally happen within 20 school working days, following receipt of the response from the school.

4.3 Stage Two

If your complaint is about the Principal or if the complaint is unresolved after Stage One, write to the Chairperson of the Board of Governors. Where this may present difficulties, please contact the school which will make reasonable arrangements to support you with this process. The letter can be left at the school office and marked '*Private and Confidential*'. The Chairperson will convene a committee to consider the complaint.

In the case of the complaint being about the Principal, this committee will investigate the complaint.

Please provide clear information and include the following:

- Reason(s) why you disagree with the stage one findings; and
- Any aspect in which you think that the school's Complaints Policy was not fully implemented.

The Chairperson of the committee will normally acknowledge the complaint as soon as possible but at least within 10 school working days. A final response will normally be made within 20 school working days from date of receipt of the second letter. The response will be issued by the Chairperson of the committee and will indicate, with reasons, whether the complaint has been upheld, partially upheld or not upheld.

If, for any reason, the review of a complaint takes longer to complete, complainants 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.

4.4 Northern Ireland Public Services Ombudsman (NIPSO) www.nipso.org.uk

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).

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 provided below.

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

Web: www.nipso.org.uk

5. What To Expect Under This Procedure

5.1 Your rights as a person making a complaint

In dealing with complaints 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

When making a complaint it is important that you:

- Raise issues in a timely manner;
- Treat all staff with respect and courtesy;
- Provide accurate and concise information in relation to the issues raised; and
- 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 parties may be accompanied but not represented by another person.

Complainant: The complainant should be informed that they may be accompanied but not represented by another person during the process e.g. spouse, friend, family member or interpreter, provided this person is not offering legal representation or acting in an official capacity.

If the complainant feels unable to speak on their own behalf, they may avail of support from outside agencies as agreed with the school (*Local MLAs / Councillors / Citizens' Advice Bureau / Parenting NI / Children's Commissioner*).

Staff Members: Staff members should be informed that they may be accompanied or represented by another person during the process e.g. union representative, colleague.

Pupils: Permission should be sought from parents / guardians and a parent, guardian or other nominated adult should accompany pupils, if attending a meeting as part of an investigation, relating to a complaint.

It may be appropriate to seek a written statement if a person is unable to meet for any reason.

Parties should normally be informed when a complaint is made against them and be able to see relevant correspondence and to seek advice.

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

5.4 Timeframes

Stage One – Normally acknowledge as soon as possible but at least within 10 school working days, with final response normally provided within 20 school working days

Stage Two – Normally acknowledge as soon as possible but at least within 10 school working days, with final response normally provided within 20 school working days

If, for any reason, the consideration / review of a complaint takes longer to complete, complainants 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.

5.5 Equality

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

5.6 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 has been reviewed by the Ombudsman, the complainant remains dissatisfied. The school must balance the rights of an individual to make a complaint and have it fairly investigated with the rights of staff not to be subjected to unacceptable actions or behaviour.

Any decision to treat a complainant as unreasonable must take into account the need to ensure that the Complaints Policy is being fairly applied and every attempt has been made to communicate and address concerns about behaviour/conduct with the complainant. In the event that such a decision has been taken, the complainant will be advised accordingly.

6 Conclusion

This policy has been devised following consultation with CCMS, EA, staff, pupils, parents and Governors. It will be revised every two years, or sooner if required.

Signed: **Mrs A Cassidy** (Principal)

Signed: **Mr G Murdock** (Chairperson of Board of Governors)

Date: **January 2020**

Review Date: **January 2022**