

MAGHERAFELT PRIMARY SCHOOL

COMPLAINTS POLICY – GUIDANCE NOTES FOR PARENTS

INTRODUCTION

As a school we value the opportunity to work in partnership with parents, in providing a safe, secure and happy educational environment for our pupils.

If parents have a concern or complaint, we want to know as soon as possible. Moreover parents can be assured that our support and respect for their children will not be affected in any way.

When parents and teachers treat each other with mutual respect and support, this provides a very good role model for all our children.

The procedure is summarised as follows:

What to do first

Most concerns and complaints can be sorted out quickly by speaking with your child's teacher. If you have a complaint, which you feel should be considered by the principal, you should contact him as soon as possible. It is usually best to discuss the problem face to face. To do this you may need an appointment, which can be arranged by contacting the school office (contact Valerie on 028 79632822). The same arrangement applies if you wish to speak with a member of the teaching staff.

The principal or member of staff will make every effort to resolve your problems speedily and efficiently. They will discuss what you feel went wrong, and they will explain what will be done to follow up your complaint. As well as helping to resolve the immediate difficulty it is hoped that speaking with you will help to prevent a similar problem arising again.

What to do next

If you have addressed your complaint to the teacher and are dissatisfied with the response you can make your concern known to the principal.

If your complaint relates to the principal, then it should be referred to the Chairperson of the Board of Governors. You can write to the Chairperson at the school address.

At Stage 2 you also have the option to refer your complaint to the Northern Ireland Public Service Ombudsman.

You may also find it helpful to have a copy of the School's Complaints Procedure as this explains in detail the procedure to be followed in the event of a complaint against the school. This document is available from the school office.

A full investigation will be conducted as soon as possible. As part of the investigation you or others may be asked for additional information following which you will receive a response to your complaint.

If you are still unhappy

Complaints about school are almost always settled within school but in exceptional cases it may be appropriate to refer the complaint to Schools Branch, Education Authority – North Eastern Region, Telephone 028 2566 2391.