**St. Patrick’s Primary School**



**HANDLING COMPLAINTS IN**

**CATHOLIC MAINTAINED SCHOOLS**

**SUMMARY**

# Complaints Procedure – Policy Statement

At **St. Patrick’s Primary School** we are committed to listening about our service. We will use this information, wherever possible, to help maintain and improve our service. We encourage and welcome all comments and views, both positive and negative.

# 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.

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.

##### **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 are not seeking to invoke these or other procedures as a means of dealing with issues that are more appropriately dealt with in other ways.

**This leaflet can only provide a summary of our Complaints Procedure. The full policy is available on request from the school office or it can be accessed on the school website. This policy is reviewed annually and a summary issued to parents every two years.**

**HANDLING COMPLAINTS IN CATHOLIC MAINTAINED SCHOOLS**

#### FLOW CHART

INFORMAL - Stage 1 -

Comment / Complaint made to appropriate

 member of staff (verbally)

INFORMAL - Stage 2 -

Comment / Complaint made to Principal

(verbally)

FORMAL - Stage 3 -

Formal written comments / complaints made

to Principal

FORMAL - Stage 4 -

Formal written comments / complaints made

to Chairperson of Governors and referred to

Governors’ Sub-Committee

APPEALS PROCESS

Written request to have case heard by full Board of Governors

This is St Patrick’s preferred procedure in Handling Complaints. However, you may follow the stages below.

**Stage 1**: Write to the Principal

**Stage 2**: Write to Chairperson of the Board of Governors

**Stage 3**: If you remain dissatisfied with the outcome of your complaint, you can refer the matter to the N.I. Public Services Ombudsman (NIPSO) 028 90233821.