

## **BANBRIDGE HIGH SCHOOL**

### **COMPLAINTS PROCEDURE FOR PARENTS/GUARDIANS**

#### Aim:

- To provide recognised procedures for dealing with complaints by parents/guardians.

#### Implementation:

##### Stage 1:

At this initial stage the parent will make an oral complaint or comment to a member of the school staff regarding an issue which concerns them. The member of staff, where appropriate, will deal with the issue and seek to resolve the concern.

##### Stage 2:

A verbal complaint is made to the Principal regarding an issue which is of concern. The Principal will seek to investigate the matter and will seek to meet with the appropriate individuals to bring the issue to a satisfactory conclusion. In normal circumstances the school will not process anonymous complaints.

##### Stage 3:

A written complaint is received by the Principal in respect of an issue or concern. The written complaint will be acknowledged within 10 working days and the Principal will seek to resolve the issues by investigation and meetings with appropriate individuals. Any outcomes should be confirmed in writing. This process should take normally 20 working days.

##### Stage 4:

If attempts to resolve the issue have not been successful, a written formal complaint can be made to the Chair of the Board of Governors. The complainant should have their complaint acknowledged in writing within 10 working days. The process will involve the issue being investigated and meetings with the complainant any other appropriate individuals. Any outcomes and/or agreements should be confirmed in writing within 25 working days. At the discretion of the Chair the process of managing a complaint at this stage may be delegated to a Sub-Committee of the Board of Governors.

#### Stage 5:

Where a complainant still feels that the issue has not been satisfactorily resolved, they should within 10 working days of receipt of the outcome of Stage 4, request in writing that the issue be referred to The Appeals Sub-Committee of the Board of Governors. This request should be acknowledged in writing within 10 working days and the issue investigated with meetings with the complainant any other appropriate individuals in order to resolve the matter within 30 working days. Any outcomes, agreements or changes should be confirmed in writing by the 40<sup>th</sup> working day.

#### Stage 6:

Complainants should be advised that a complaint beyond Stage 5 can be referred to the Northern Ireland Public Services Ombudsman (NIPSO). A complaint should normally be referred to the Northern Ireland Public Services Ombudsman within six months of the final response from the school.

The NIPSO can be contacted in the any of the following ways:

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: (028) 90233821

Freephone: 0800 34 34 24

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Web: [www.nipso.org.uk](http://www.nipso.org.uk)

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