

**POLICY FOR HANDLING  
COMPLAINTS IN**

**HOLY TRINITY**

**PRIMARY SCHOOL**

# HANDLING COMPLAINTS IN HOLY TRINITY PRIMARY SCHOOL

## COMMENTS & COMPLAINTS PROCEDURE

### Comments / Complaints Procedures – Policy Statement

At Holy Trinity 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. This policy is designed to establish a clear mechanism for the resolution of complaints which can be verbal, written, taped or E-mailed. Our comments / complaints policy is outlined below.

#### Aims

Our comments / complaints procedures aim 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 comments / 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.

In addition, where it becomes evident at an early stage that the nature of your complaint may give rise to further disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures.

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.

## **What to Expect under these Procedures**

### **Your rights**

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 others 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**

In raising an issue we would expect that you:

- Raise issues in a timely manner;
- Treat our staff reasonably and in a non-threatening manner with respect and courtesy;
- Provide reasonable 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 appropriately dealt with in other ways.

## **Making a Comment / Complaint**

### **Stage 1 - Informal - Speaking with the Teacher concerned**

In the first instance a complaint or concern should normally be referred verbally to the class/subject teacher concerned, so that they may be allowed an opportunity to address the issue, as in many instances, these can arise through simple misunderstanding. You should observe the school's existing protocol for arranging and conducting such approaches or meetings. This approach would not prevent you from choosing to enter the process at a later stage if you believed that to be an appropriate course of action.

## **Stage 2 - Informal - Speaking with the Principal**

If your complaint remains unresolved you should arrange a meeting with the Principal to discuss the issue with him/her. You should let the Principal know in advance the nature of your concerns so that he/she can prepare for the meeting.

If you have concerns relating to the Principal, you should arrange a meeting with him/her to discuss the issues as at Stage 1.

In some circumstances the Principal will not be able to deal effectively with your concerns immediately and he/she will require some time over which to investigate and prepare a proper response. If further time is required you will be told of this.

## **Stage 3 – Formal - Writing to the Principal**

Sometimes it will not be possible for you to have your complaint resolved at source through the informal routes proposed at Stages 1 and 2 or indeed it might be more appropriate to initiate the procedures at this stage. Your written complaint should be as concise as possible and address specifically the issue or issues that are of immediate concern to you.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received, and either;

- Provide a full response to the issues you raised;

**or,**

- Indicate that your concerns are being fully investigated and the timeframe - a maximum of 20 working days from the date on which your letter was received - against which you can expect a full response to be issued.

## **Stage 4 - Formal – In writing to Governor Sub-Committee**

If you still believe that your complaint has not been dealt with in a satisfactory manner, or in a case where you decide to raise an issue at this level, you may write to the Chairperson of the Board of Governors. The Chairperson will be responsible for bringing your complaint to a Governors' Sub-Committee, which will investigate and respond to your complaint. Your written complaint should be as concise as possible and address specifically the issue or issues that are of immediate concern to you.

However, where it is evident that the nature of your complaint may give rise to further disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures which may subsequently involve Governors at another level.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received, and;

- Provide a full response to the issues you raised;

**or,**

- Indicate that your concerns are being fully investigated and the timeframe – a maximum of 25 working days from the date on which your written complaint was received - against which you can expect a full response to be issued;

**or,**

- Indicate a date, time and place for you to attend a meeting with this Sub-Committee at which your concerns will be discussed in full. If this meeting is required, it will take place within 20 working days from the date on which your written complaint was received and you should expect a full written response within a further 10 working days of the meeting having been held.

### **Appeals Process – Full Board of Governors**

Finally, if you still remain dissatisfied you may write to the Chairperson of the Board of Governors requesting that you be allowed to meet with the full Board of Governors to appeal the outcomes. The Chairperson will be responsible for ensuring that you are invited to the next suitable scheduled meeting of Governors where your appeal will be heard. Your written request should be as concise as possible and set out specifically the grounds for your Appeal.

Again, where it is evident that the nature of your complaint may give rise to further disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures which may subsequently involve Governors at another level.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received and provide you with the date and time of the meeting at which you will have an opportunity to discuss your concerns. Since this process is consultative in nature and not adversarial, a complainant will not have the right to be accompanied or represented by any other person, unless it is deemed appropriate by the Board of Governors. This meeting will normally take place within 30 working days of your Appeal request having been received.

Following this meeting, and within 10 working days of that meeting, you should expect final written response. This will indicate the Governors' findings, their recommendations and the reasons supporting their decisions.

### **Record Keeping**

The School Principal shall maintain a record of all correspondence, conversations and meetings concerning your complaint. These records shall be held confidentially in the school and shall be kept apart from pupil records. All such records will be destroyed five years after the date of the last correspondence on the issue.

Our responses will be in jargon free language we will attempt to address all the points and issues raised.

If you do not respond within a reasonable time to the outcome of an investigation into your comment / complaint we will assume that you are satisfied and do not require us to take further action.

This procedure does not provide a role for any other statutory or non-statutory body.