**Handling Complaints in St. John The Baptist Primary School**



INFORMAL - Stage 1 -

 Complaint made to appropriate member of staff (verbally)

Class Teacher

Key Stage Coordinator

Vice Principal – **Mrs Coleman**

Discuss the issues

Implement any agreements

No further action

INFORMAL - Stage 2 -

Complaint made to Principal (verbally)

**Mr Mc Comb**

Schedule meeting

Discuss the issues

Implement any agreements

No further action

FORMAL - Stage 3 -

Formal written complaint made to

 **Mr Mc Comb**

Acknowledge receipt (within 10 working days)

Investigate the complaint

Implement any agreements / changes

Confirm outcomes in writing (within 20 Working days)

No further action

FORMAL - Stage 4 -

Formal written complaint made to Chairperson of Governors and referred to Governors’ Sub-Committee

**Mr David Shortt**

Acknowledge Receipt (within 10 Working days)

Investigate the issues / meet with complainant

Implement any agreements / changes

Confirm outcomes in writing (within 25 working days)

No further action

APPEALS PROCESS

Written request to have case heard by appeals committee of Board of Governors

Acknowledge Receipt (10 Working days)

Meet with complainant (30 Working days)

Consider the issues

Implement any agreements / changes

Confirm outcomes in writing (by the 40th working day)

If following Stage Five 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).

Telephone: 02890 233821