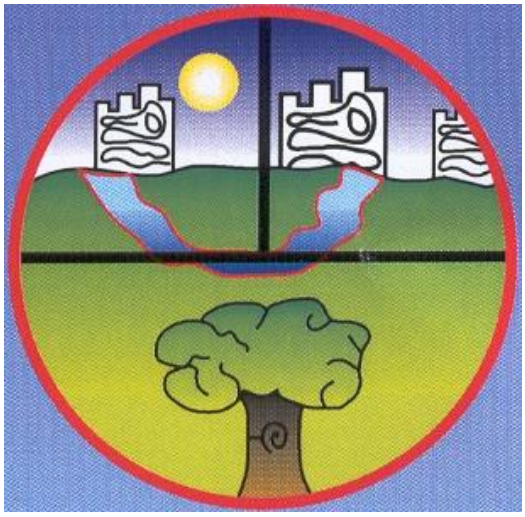
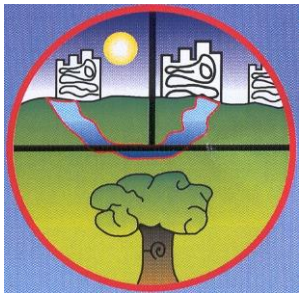


COMPLAINTS PROCEDURE

FOR

Cumran Primary School

Reviewed: January 2019



Cumran Primary School

Our Vision: “Learning together in a changing world.”

Our Motto: “Look up and aim high.”

The Italian Artist Michelangelo said,
“The greatest danger for most of us, is not that we aim too high and miss it, but that we aim too low and reach it.”

Mission Statement

As a community of learners we aim to provide an environment where:

1. Each child is developing his/her full potential intellectually, creatively, physically, emotionally, socially, morally and spiritually in a secure, happy and caring atmosphere.
2. Each person is valued, respected and encouraged to value and respect all others.
3. We empower pupils to develop their role as a contributor to the economy and the environment, both within our school and the wider community.
4. We lay the foundations of life skills that the children will build upon as they mature and develop.

In developing our school as a rights respecting school, we aim to provide an ethos that has the Convention on the Rights of the Child at the heart of the school. The UN Convention on the Rights of the Child is based on four general principles: non-discrimination, best interests of the child, survival and development and participation. These principles are the foundation on which we build our rights respecting ethos.

Core Values

There are certain values we feel should be developed in our pupils.

1. Respect- we take pride in our school and look after everyone and everything in it.

2. Ready to learn/Punctuality- we come to school on time, prepared and ready to learn and we take pride in our work.

3. Safe- we behave in a way that keeps ourselves and others safe.

The school values and respects everyone.

"In all actions concerning children, whether undertaken by public or private social welfare institutions, courts of law, administrative authorities or legislative bodies, the best interests of the child shall be of primary consideration"

Article 3 UN Convention on the Rights of the Child

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FOREWORD

At Cumran Primary School, we take complaints very seriously. We have the best interests of all our pupils and their families at the centre of all we do. In this regard, we encourage anyone with a concern to speak to us as soon as possible. If concerns are dealt with at an early stage, then they are more likely to be resolved and there is no unnecessary dissatisfaction.

Many issues can be addressed simply by talking to the relevant staff in school who will be happy to help. Open communication and regular engagement between the school staff and the wide range of users is vital to the effective management of the school.

As we described in our September curricular parent sessions, if you have any issues please talk to the teacher as soon as possible. We are always willing to listen. We would request parents to be mindful that teachers are not available in the mornings as they have pupils to settle into their school day. Additionally, many teachers have to attend meetings or take extra- curricular clubs. A phone call through to the office will ensure a relevant member of staff will contact you as soon as possible to hear your concerns or issues. Concerns about matters other than in the classroom should be raised with the Vice-Principal/ Principal. We take all concerns seriously and make every effort to resolve matters as quickly as possible.

AIMS

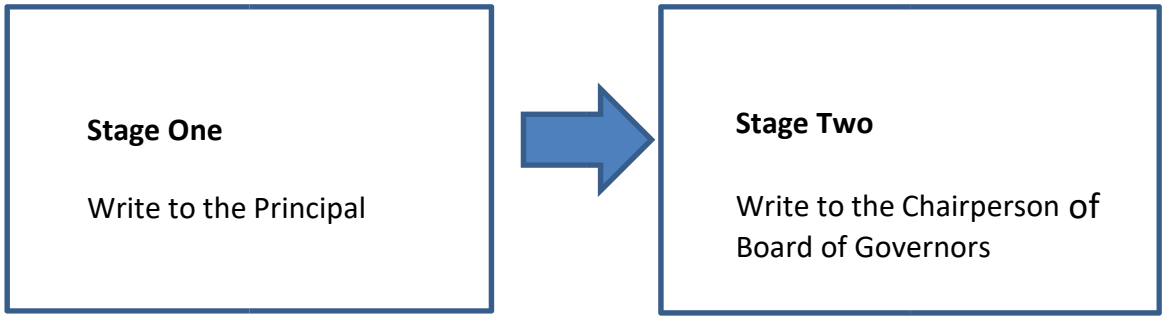
When dealing with complaints the school will;

- encourage resolution of all concerns as quickly as possible
- provide timely responses to concerns and complaints
- keep you informed of progress
- ensure a full and fair investigation of your complaint where appropriate
- have due regard for the rights and responsibilities of all parties involved

- respect confidentiality
- fully address complaints and provide an effective response
- take appropriate action to rectify the issue and prevent it happening again where appropriate
- be responsive to learning from outcomes which will inform and improve practice within the school.

A copy of this Procedure is available on the school's website or is available from the school on request.

COMPLAINTS PROCEDURE –AT A GLANCE



Time Limit
Please contact the school as soon as possible, unless there are exceptional circumstances, complaints will normally only be considered within 6 months of origin of the complaint to the school.

Stage One
When making a complaint, contact the school Principal who will arrange for the complaint to be investigated. If the complaint is about the Principal, proceed to Stage Two. The school requires complaints to be made in writing, where this may present difficulties, please contact the school which will make reasonable arrangements to support you with this process.
Please provide as much information as possible including;

- name and contact details
- what the complaint is about
- what has already been done to try to resolve it and
- what you would like the school to do to resolve the complaint.

The complaint will normally be acknowledged within 5 school working days and a response normally made within 20 school working days of receipt of the complaint. This response will be issued in writing by the Principal and will indicate with reasons whether the complaint has been upheld, partially upheld or not upheld.

These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.
If you remain unhappy with the outcome at Stage 1, the complaint may be progressed to Stage 2 which is overseen by the Board of Governors.

Stage Two
If the complaint is unresolved after Stage One, write to the Chairperson of the Board of Governors (care of the school and marked 'private and confidential'). Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process. The Chairperson will convene a committee to review the complaint. Please provide as much detail as possible as indicated above.

The complaint will normally be acknowledged within 5 school working days and a final response normally made within 20 school working days from date of receipt of the complaint. The response will be issued in writing by the Chairperson of the committee.
These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.

Northern Ireland Public Services Ombudsman (NIPSO)
If following Stage Two 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).

The Ombudsman provides a free, independent and impartial service for handling complaints about schools in Northern Ireland. You have the right to complain to the Ombudsman if you feel that you have been treated unfairly or have received a poor service from a school and your complaint has not been resolved to your satisfaction.

A complaint should normally be referred to NIPSO within six months of the final response from the School. The school must advise in its concluding letter that the complaint may be referred to the NIPSO if you remain dissatisfied.

Contact details for NIPSO are:

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: 02890 233821
Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk
Web: www.nipso.org.uk

SCOPE OF COMPLAINTS PROCEDURE

The Complaints Procedure sets out how any expression of dissatisfaction relating to the school will be managed. By taking concerns raised seriously at the earliest possible stage, it is hoped that issues can be resolved quickly and effectively.

Complaints with separate established procedures

Some examples of statutory procedures and appeal mechanisms are listed below. The list is not exhaustive. The Principal/ Chair of Governors will advise on the appropriate procedure to use when the complaint is raised.
Matters may still be referred to NIPSO, if it is felt that maladministration has occurred.

Admissions / Expulsions / Exclusion of children from school - Contact www.eani.org.uk Director of Operations and Estates Sara Long

Statutory assessments of Special Educational Needs (SEN) - Contact www.eani.org.uk Director of Children and Young People's Services Dr Clare Mangan

School Development Proposals - Contact www.eani.org.uk Director of Education John Collings

Child Protection / Safeguarding- Contact www.eani.org.uk Director of Children and Young People's Services Dr Clare Mangan

The school will not normally investigate anonymous complaints, unless deemed by the Chairperson of the Board of Governors to be of a serious nature. The decision of whether to deal with such complaints will be at the discretion of the Board of Governors.

WHAT TO EXPECT UNDER THIS PROCEDURE

Your rights as a person making a complaint

In dealing with complaint we will ensure;

- fair treatment
- courtesy
- a timely response
- accurate advice
- respect for privacy – complaints will be treated as confidentially as possible allowing for the possibility of consultation with other appropriate parties about the complaint and
- clear reasons for decisions.

Your responsibilities as a person making a complaint

In making a complaint it is important to;

- raise issues in a timely manner
- treat our staff with respect and courtesy
- provide accurate and concise information in relation to the issues raised
- use these procedures fully and engage with them at the appropriate levels.

Rights of parties involved during the investigation

Where a meeting is arranged the complainant may be accompanied but not represented by another person.

This Procedure does not take away from the statutory rights of any of the participants.

Timeframes

Where concerns are raised with the relevant Teacher or Principal, a response will normally be provided during the meeting or within an agreed timeframe.

Stage 1 – Normally acknowledge within 5 school working days, response normally within 20 school working days

Stage 2 – Normally acknowledge within 5 school working days, response normally within 20 school working days

If, for any reason, the review of a complaint takes longer to complete, you will be informed of revised time limits and kept updated on progress.

Equality

The school requires complaints to be made in writing. Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.

Unreasonable Complaints

The school is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain.
There will be occasions when, despite all stages of the complaints procedure having been completed and the complaint having been reviewed by the Ombudsman, the complainant remains dissatisfied. If they try to re-open the same issue, the Chair of Governors will inform them that the procedure has been completed and that the matter is now closed. If the complainant repeatedly continues to contact the school with the same issue it may choose not to respond.