

COMPLAINTS PROCEDURE

In Bangor Central Integrated Primary School, we recognise that at times there may be a need to make a complaint relating to some area of school life. We are very happy to deal with any concerns, thus maintaining and strengthening good working relationships between all parties.

Any complaints relating to a Child Protection matter should be reported to Mrs Walker, Designated Teacher for Child Protection or to Mrs Arbuthnot, Deputy Designated Teacher for Child Protection.

For any other concerns the progression below is advised. Complaints will be dealt with as soon as possible and any action required will be time bound as agreed with the parties concerned.

How can a parent make a complaint?

1. Speak to the child's teacher.
2. Speak to the relevant Head of Key Stage:
 - Head of Foundation Stage (Y1&2) – Mrs Dowie
 - Head of Key Stage 1 (Y3&4) - Mrs Walker
 - Head of Key Stage 2 (Y5-7) – Mrs Manogue
3. Speak to the Principal, Mr R. Lawther
4. Speak to Mrs B. Holland, Chairman of Board of Governors

If you remain dissatisfied, you may contact the Northern Ireland Public Services Ombudsman.

The 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 343424
Email: nipso@nipso.org.uk
Web: www.nipso.org.uk

How can a parent make a complaint about possible child abuse?

- Parents may make known their concerns about their (or another) child's safety by speaking to the class teacher, to Mrs Walker (Designated Teacher), Mrs Arbuthnot (Deputy Designated Teacher) or directly to the Principal.
- Once a concern has been voiced, the Designated Teacher will agree to keep the parent informed on the progress and outcome of their complaint.
- Should the parents be dissatisfied with the outcome, he/she may speak directly to the Principal and/or the Chairman of the Board of Governors.

I have a concern about my / a child's safety



I can talk to the class teacher



**If I am still concerned I can talk to
Mrs Walker (Designated Teacher for Child Protection) or
Mrs Arbuthnot (Deputy Designated Teacher for Child Protection)**



If I am still concerned I can talk to Mr Lawther (Principal)



If I am still concerned I can talk to Mrs Holland, Chairman of Governors