

Millennium

INTEGRATED PRIMARY SCHOOL

Complaints Policy MIPS-115

<i>Date of Adoption</i>	<i>January 2018</i>
<i>Date of Next Review</i>	<i>January 2019</i>



1 Complaints Procedure

- 1.1 Here at Millennium Integrated 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.
- 1.2 Many issues can be address 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.
- 1.3 We welcome open communication with our school; you can do this by:
 - Speaking to the class teacher
 - Speaking to the Key Stage head
 - Speaking to Mr Barry Corrigan, the Principal
 - Speaking or writing to Mr Declan Hall, the Chairperson of the Board of Governors.
- 1.4 If you have any concerns, please talk to the relevant teacher as soon as possible. Concerns about matters other than in the classroom should be raised with the Principal. We take all concerns very seriously and make every effort to resolve matters as quickly as possible. Any action will be time bound as agreed with the parties concerned.
- 1.5 Please note that any concerns relating to a child protection matter should be made following the procedures outlined in the Child Protection Parents Booklet.

2 Our aims when handling concerns and complaints

- 2.1 When dealing with concerns and 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 the improve practice within the school
- 2.2 A copy of this Procedure is available on the school's website or is available from the school on request.

3 Northern Ireland Public Services Ombudsman (NIPSO)

- 3.1 This policy is without prejudice to any statutory rights of complaint which may be available. However, it is worth noting that external complaints bodies will usually expect internal procedures to have been exhausted before they will take action.
- 3.2 If, once our procedure has been exhausted, 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).
- 3.3 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 your complaint has not been resolved to your satisfaction.
- 3.4 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.

4 Contact details for NIPSO

<i>NI Public Services Ombudsman</i>
<i>Office of the NI Public Services Ombudsman</i>
<i>Progressive House</i>
<i>33 Wellington Place</i>
<i>Belfast</i>
<i>BT1 6HN</i>
<i>Freepost: FREEPOST NIPSO</i>
<i>Telephone: 028 9023 3821</i>
<i>Freephone: 0800 34 00334 24</i>
<i>Email: nipso@nipso.org.uk</i>

Web: www.nipso.org.uk

Appendix 1 Schedule of Updates

<i>DATE</i>	<i>RESPONSIBLE PERSON</i>
<i>January 2018</i>	<i>Barry Corrigan</i>
<i>January 2019</i>	<i>Barry Corrigan</i>