



CONCERNS & COMPLAINTS PROCEDURES

Date Reviewed:	September 2025
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This policy has been written following a consultation process, ratified by the Board of Governors and communicated to the school community as required. It will be monitored and reviewed as part of the school's policy review schedule.

CONCERNS & COMPLAINTS PROCEDURES

Introduction

Ballymagee Primary is committed to providing a high quality education service. We believe that this is achieved and sustained through good relationships at all levels and in particular through open and honest communication with parents and others. We recognise, however, that despite the best efforts of teachers and non-teaching staff, there may be occasions when someone may feel that our service is not good enough and they may want to bring a concern or a complaint to our attention. These procedures are designed to ensure that such concerns and complaints are dealt with in an appropriate and timely manner.

Policy

- We acknowledge that anyone who wants to raise a concern or complaint, about any aspect of our service has the right to do so.
- We will deal with concerns or complaints according to these procedures.
- We will provide parents with a copy of these procedures.
- Concerns and complaints will be dealt with as promptly, impartially and thoroughly as possible.
- Those bringing concerns or complaints to our attention will be treated courteously and fairly.
- It is expected that those bringing concerns or complaints to our attention will treat teachers and other staff in the same way.
- The concern on everyone's part should be to deal with issues raised in a calm and reasonable manner.
- We believe that the vast majority of concerns and complaints can be dealt with and resolved informally in a spirit of mutual trust and partnership.

Informal Procedures

Concerns or complaints that relate to an individual teacher or a particular class should normally be discussed first with the teacher concerned. We ask you to be aware that it is difficult to deal properly with concerns/complaints during teaching time. It would be most helpful if you could send a brief note to the teacher outlining your concern or complaint. The teacher will then contact you by telephone. It may be possible to resolve the issue raised by telephone but if not the teacher will arrange to meet with you as soon as possible.

If you feel that your concern or complaint has not been dealt with satisfactorily then the next step will be to bring it to the attention of the Principal, Mr P Totton.

Concerns and complaints about other aspects of the school, non-teaching staff, school meals and so on should first be raised with the Principal or Vice-Principal. Again, a brief note outlining your concern or complaint will be responded to as quickly as possible, in the first instance by telephone, and if necessary, with a meeting as soon as is possible.

Child Protection

Separate arrangements apply to any Child Protection issues. **All** concerns relating to Child Protection issues should be raised with the school's Child Protection designated teacher, Miss V. Bell or deputy designated teachers, Mrs L. Welsh and Mr G. McCrea.

Formal Procedures

If, after the informal procedures outlined above, you feel your concern or complaint has not been satisfactorily dealt with you can raise the matter with the Chairman of the school's Board of Governors. You should do this in writing. Your letter should clearly set out your concern or complaint and how the school has dealt it with. You should make it clear why you feel the matter raised has not been satisfactorily dealt with and resolved.

Formal letters about concerns or complaint should be addressed to:

The Chairman of the Board of Governors
(Concerns & Complaints Procedures)
Ballymagee Primary School
77 Ashbury Avenue
Bangor BT19 6ZG

Your letter will be forwarded to the Chairman, Mr Darren Gamble, who will then respond to your concern or complaint as soon as possible. The Chairman may contact you by telephone to discuss your letter or may ask to meet with you to clarify any points necessary.

The Chairman will then investigate your concern or complaint with all those involved and will respond to your letter, in writing, when he has considered all the available information.

In the unlikely event that it has not been possible to deal with and resolve your concern or complaint the Chairman will provide you with details of how you can raise your concern or complaint with the full Board of Governors, and, if necessary how to pursue your complaint with the local Education Authority and/or the Department of Education.

Northern Ireland Public Services Ombudsman (NIPSO)

If having followed the above procedure, 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