



## COMPLAINTS POLICY

*At any time if the concern or enquiry is of a child protection nature the Designated Teacher or one of the Deputy Designated Teachers should be contacted.*

### **Stage 1**

When a parent has an enquiry in relation to any matter concerning his/her son's/daughter's education or well-being it should be made in the first instance to the Head of Year, Assistant Head of Year (if the matter relates to the pastoral care or wellbeing of your child) or Head of Department (if the matter relates to their academic progress or other curriculum related issues). For these types of enquiries or to raise general pastoral or academic concerns a phone call or short meeting is likely to suffice. Teachers have timetabled lessons and will return telephone calls when they have time or arrange meetings when they are not teaching. It is the school's intention to resolve matters informally at this stage to avoid delay and unnecessary worry.

### **Stage 2**

If the matter is not resolved to the satisfaction of the parent, he/she may wish to raise the concern by contacting either the Curriculum Vice-Principal (if the matter relates to academic progress or curriculum related issues) or the Pastoral Vice-Principal (if the matter relates to the pastoral care or wellbeing). In the first instance this is likely to be by telephone or by requesting a meeting to discuss the matter. In some instances a parent may feel it is appropriate to put his/her concerns in writing to the appropriate Vice Principal.

### **Stage 3**

The Principal may be contacted either through her Personal Assistant or by letter if the first two stages of this policy have not resolved the matter or if the complaint or concern is not in relation to an academic or pastoral concern. Please note the first two stages of the policy must normally have been followed before moving to Stage 3. If the complaint is against the Principal then it should be made in writing to the Chairman of the Board of Governors.

### **Stage 4**

A letter should be sent to the Chairman of the Board of Governors outlining the nature of the complaint and the action taken so far by the parent. The Chairman of the Board will then decide the appropriate course of action.

### **Please note:**

The Wallace High School seeks to settle disputes and clarify concerns through informal discussions and meetings at Stage 1, however, on occasions when this has not been possible these further stages are in place for parents.

If a concern or complaint concerns a member of the non-teaching staff, one of the Vice-Principals should be contacted in the first instance who will refer the matter to the appropriate Line Manager. That Line Manager will then decide, along with the Vice Principal, how to address the matter and will contact the parent accordingly.

**Anonymous letters are not accepted by the school as a method of raising concerns.**

The above steps outline the internal complaints procedure. If a parent remains dissatisfied with the outcome, having exhausted the internal procedures, a complaint may be referred to the Northern Ireland Public Services Ombudsman within 6 months of the date of the final letter of response from the Chairman of the Board of Governors. The NIPSO contact details are [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk).