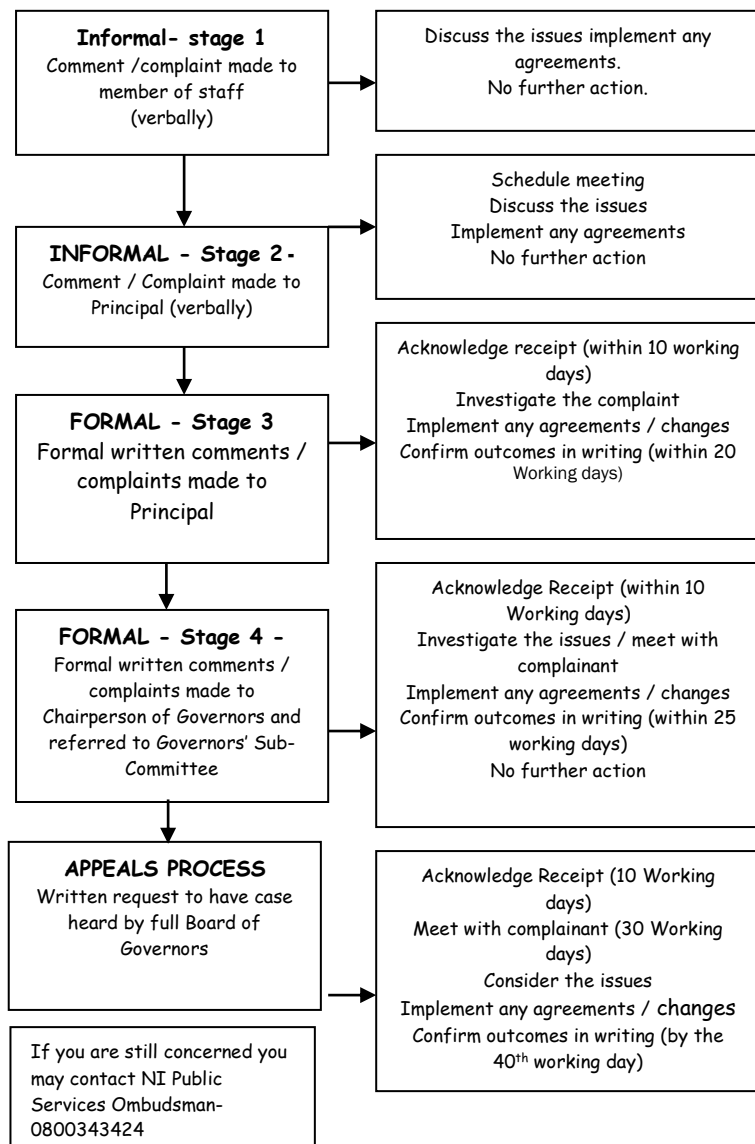
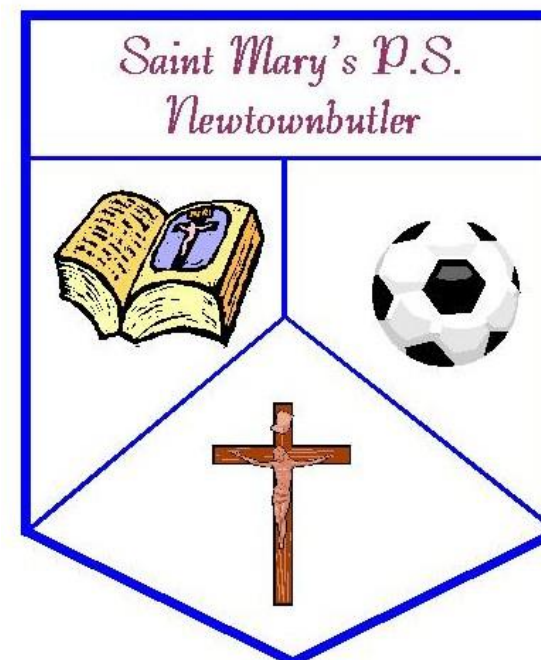


Handling Complaints in Catholic Maintained Schools Flow Chart



St Mary's Primary School



Parental Complaints Procedure

Complaints Procedure - Policy Statement

At St. Mary's we are committed to listening about our service. We will use this information, wherever possible, to help maintain and improve our service. We encourage and welcome all comments and views, both positive and negative.

This policy is designed to establish a clear mechanism for the resolution of complaints which can be verbal or written. This pamphlet provides a summary of our comments / complaints policy, including a flow chart of the procedure.

Aims

Our Complaints Procedure aims to:

- provide an efficient and thorough system through which issues are effectively addressed
- facilitate the school in providing the best possible service for its pupils and the local community
- provide a simple, speedy and accessible service that respects confidentiality
- be courteous and respectful
- address issues arising from complaints in a fair and honest manner within the timescales set out
- treat individuals and groups with openness, equality and inclusiveness
- keep people informed of progress and the final outcome of the issues raised
- be simple, easily accessible and easy to use.

These procedures do not replace or supplement other established procedures and/or appeals mechanisms in such areas as Child Protection, Special Education, Admissions, Suspensions and Expulsions etc.

In addition, where it becomes evident at an early stage that the nature of your complaint may give rise to future disciplinary action, these procedures will be set aside in favour of other established Disciplinary Procedures.

We are not able to deal with anonymous complaints and therefore these procedures do not provide for a resolution of anonymous complaints except for the referral of child protection concerns to the appropriate Child Protection Procedures and Guidelines.

Our complete policy is available at www.stmarysps.com or upon request from the school office.

Designated Teacher for Child Protection: Mrs C Leonard

Deputy Designated Teachers: Mrs P Kelly and Miss T McGuigan