

## **CARRICKFERGUS GRAMMAR SCHOOL**

### **Complaints Procedure – Guidance for Parents**

We are committed to providing our pupils and parents with high standards of service at all times. Even so, there may still be occasions when you feel dissatisfied about a matter. If this is the case we would like you to tell us about it. The guidance below sets out how to make a complaint. It outlines the steps that we can take together to address it, and it lets you know what to do if you are not happy with our response and wish to take things further.

#### **Some Key Points**

1. Please tell us as soon as possible if you are dissatisfied with something.
2. We will respond to all complaints within five working days.
3. We take all complaints seriously and welcome the opportunity to discuss them.
4. We deal discreetly with complaints, but some information may have to be shared with others.
5. Making a complaint to the school cannot disadvantage your child in any way.
6. In line with EA policy we disregard anonymous complaints.

#### **Step 1 – Clarify the issue**

We welcome enquiries, so please feel encouraged to ask for initial clarification. It is always helpful to establish facts before deciding on the best way to address a matter, indeed many issues are resolved quickly at this stage. In the first instance you should contact the School Office on 028 93363615, whose staff are often able to answer your query.

#### **Step 2 – Discuss the issue**

We welcome contact by telephone, by fax, by email, in writing, or in person. Generally your child's Head of Year is the best person to discuss matters with. However if you have already done so without satisfaction or if your problem relates to the Head of Year you should arrange to discuss things further with Mr. K. Mulvenna (Principal) or Miss F McKinley (Vice Principal).

If you would like to speak to any of the above staff in person please arrange an appointment through the School Office as teachers can rarely be made available without prior notice.

#### **Step 3 – Take your concern further**

If you are still not satisfied you should make your concern known to the Principal or, if your complaint relates to the Principal or you are dissatisfied with his response, to the Chairperson of the school's Board of Governors. You should write to the Chairperson at the school address stating the nature of your complaint, the steps that you have taken to address it so far, and explaining why you are not satisfied with the school's response.

#### **Step 4 – Approach Education Authority North-Eastern Region**

If you have exhausted all of the above options and you are still not happy with the school's response you should refer your complaint to Schools Branch Tel. 028 25662391.

#### **Summary of a complaint**

School Office → Head of Year → Vice Principal → Principal → Governors → EA

#### **Contact**

Telephone: 028 93 363615

Fax: 028 93 364270

Email: [info@carrickfergusgrammar.carrickfergus.ni.sch.uk](mailto:info@carrickfergusgrammar.carrickfergus.ni.sch.uk)

By post: Carrickfergus Grammar School, 120 North Road, Carrickfergus, Co. Antrim, BT38 7RA