

NENDRUM COLLEGE
Comber
Complaints Procedure



Date of Board Of Governors Meeting	
Signature of Chair of Governors	

Here at Nendrum College Comber, we are a Rights Respecting School and we take complaints very seriously. We have the best interests of our pupils and their wellbeing at the heart of all that we do. Therefore, we actively encourage anyone with a concern to tell us as soon as possible.

Pupils are made aware of the importance of the pupil voice in class and assemblies. They address concerns through the pastoral system in school, the School Council, through direct contact with a form teacher or other relevant member of staff and so on.

Parents may wish to follow the use of the pastoral system for any issues, through Form Teacher to Year Head to Head of Junior/ Senior school and ultimately to the Vice Principal and Principal. Depending on the serious nature of a complaint it may be appropriate to contact the Head of Junior/ Senior School in the first instance or, if a matter of Child Protection, the Designated teacher or Deputy Designated Teacher for Child Protection.

Relevant staff members are named in the documentation received by parents at the start of the school year.

If concerns are dealt with at an early stage they are more than likely to be resolved to the benefit of all stakeholders in the process.

Parents/ Guardians may make contact with staff through the school office. We endeavour to investigate and reply as soon as possible to any concern.

AIMS:

- When dealing with complaints the College will;
- Encourage resolution of all concerns as quickly as possible
- Provide timely responses to all concerns and complaints
- Keep you informed of progress
- Ensure a full and fair investigation of your complaint
- 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 any recurrence where appropriate
- Be responsive to learning from outcomes which will inform practice in the College
- A copy of this procedure is available on the school website and is available from the College on request

Formal Complaints Procedure

Stage 1: Write to the Principal

Stage 2: Write to the Chair of Governors

Time Limit

Please contact the College as soon as possible, unless there are exceptional circumstances, complaints will normally be considered within 6 months of origin of the complaint to the College.

Stage 1:

When making a complaint, contact the Principal who will arrange for the complaint to be investigated. If the complaint is about the Principal, proceed to Stage 2. The College requires the complaint to be made in writing, where this may present difficulties please contact the College and the College will make reasonable arrangements to support you with the process.

Please provide as much information as possible including;

- Name and contact details
- What the complaint is about
- What has already been done to resolve the issue
- What you would like the College to do to resolve the complaint

The complaint will normally be acknowledged within 5 working days of receipt and a response will normally be made within 20 working days of the receipt of the complaint.

This response will be in writing by the Principal and will indicate the reasons whether the complaint has been upheld, partially upheld or not upheld.

These timeframes may be reviewed if complaints are ongoing during school holidays.

If you remain unhappy with the outcome at Stage 1 the complaint may be progressed to the Board of Governors.

Stage 2:

If the complaint is unresolved at Stage 1, write to the Chairperson of the Board of Governors (care of the College and marked 'confidential'). Where this may present difficulties, please contact the College and reasonable adjustments may be made to support the complainant with the process. Please provide the detail as outlined above. The complaint will normally be acknowledged within 5 working days from the date of receipt and a final response will normally be made within 20 working days from the date of receipt of the complaint. The response will be issued in writing by the Chairperson of the Board of Governors.

These timeframes may need to be reviewed if complaints are received during the school holidays.

