



# St Mary School

## Comments, Concerns and Complaints Policy

### 2017-18

**Everyone who works with children should do what is best for each child**

At St Mary School we believe that our school provides a good education for all our children, and that the Headteacher and other staff work very hard to build positive relationships with all of the children, parents and members of our community. In this spirit, we actively and regularly encourage and arrange opportunities for children, parents, carers and members of our community to give us feedback on the school and the education we provide for the children in our care.

This policy outlines some of the procedures in place to enable people to give us feedback in the form of compliments, complaints or just general comments about the school.

### **Aims and objectives**

We are always interested to hear the views of our children, parents, carers or members of our community as these comments help us to:

- Continue to improve successful aspects of our school.
- Find out more about what you need and like the school to provide.
- Identify possible problem areas or areas of concern early so these can be tackled quickly and effectively, without the need for a complaint to be made.
- Investigate complaints or areas that you have found unsatisfactory and take appropriate action.

### **General Comments and Compliments**

Suggestions, ideas, reflections and other neutral comments are most welcome. If you are pleased with what we do, and you think we have made a difference we would also like to hear from you.

You can email, speak in person or write to the staff or the Headteacher and/or the Director of Education.

We also have regular opportunities for feedback. These include:

#### *Pupils*

- Class discussions/Circle Times
- School Council
- Pupil Questionnaires

#### *Parents and Carers*

- Parents consultations
- Feedback slips during events like Open Day, or on report reply slips
- Parent Questionnaires
- Parents Forums.

You can make comments or compliments either by speaking or writing to the staff with whom you have direct contact,

### **Complaints**

We aim to get things right first time. When we do not, we want you to let us know so that we can do something about it. We aim to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. We aim to report what we find and what action we have taken or intend to take and where appropriate learn from our mistakes and endeavour to stop the problem

happening again.

### *Making a Complaint*

If a parent/carer is concerned about anything to do with the education of their child they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress. They always want to know if there is a problem, so that they can take action before the problem affects the child's progress or happiness.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Key Stage Manager (currently Mrs Le Moignan for Foundation and Key Stage 1 and Mrs Smith for Key Stage 2) or the Deputy Headteacher. The Key Stage Manager will log the complaint, and speak to the Headteacher. However, if a parent feels the concern is of a sufficiently serious nature, or are unhappy with the outcome of the meeting with the Key Stage Manager, they should make an appointment with the Headteacher.

Appointments can be made by popping into the School Office, by telephoning the school to arrange a meeting, or by seeking a meeting by sending an email to school. Drop-in meetings/phone calls are not always possible, but we always try to arrange a meeting/call back at our earliest convenience. Alternatively, parents may send an email to [admin@stmary.sch.ie](mailto:admin@stmary.sch.ie).

The School considers any such complaints very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

### *Written Complaints*

If a parent wished to make a formal complaint, this complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Headteacher.

We will aim to consider all written complaints promptly following receipt. We will arrange a meeting to discuss the complaint, and invite the person making it, to attend the meeting, so that s/he can explain their complaint in more detail. The school gives the complainant as much notice as possible. Should the complaint involve a member of staff, a subsequent meeting will then be set up to discuss the issue with the complainant and the member of staff in an attempt to resolve any issues and a plan to move forward.

If the complainant does not feel that the problem has been resolved they should then submit a formal letter of complaint to the Department for Education (DfE). The complaint must be made in writing, stating the nature and how the school has handled the situation to date, to the school's Professional Partner, currently Mr Sean O'Regan.

Should a parent have a complaint about the Headteacher, s/he should first contact the school's Professional Partner, currently Mr Sean O'Regan, to discuss this further.

### **Monitoring and review**

The Senior Leadership Team monitors the comments, compliments and complaints procedure, in order to ensure that all issues are handled properly.

The Headteacher logs all complaints received by the school and records how they were resolved.

Author	Headteacher
Date to be Reviewed	April 2018