

GROSVENOR GRAMMAR SCHOOL
COMPLAINTS PROCEDURES

1 PARENTAL COMPLAINTS

- 1.1 For most matters the Form Tutor or the Subject Teacher is usually the first point of contact.
- 1.2 Depending on the nature of the matter, you may, however, wish to contact the **Head of Year** or the **Head of Department**.
- 1.3 Depending on the nature of the matter, you may, however, wish to contact a **Senior Teacher (Head of Junior, Middle or Senior School), Vice Principal,** or the **Principal directly**. You may also do so at any stage if you believe the matter is serious enough to merit the involvement of Senior Leadership, or if you are dissatisfied with the service provided.
- 1.4 If you are dissatisfied with the manner in which the school has dealt with you and/or your complaint, you should contact the **Chairman of the Board of Governors**, using the school address. The Chairman will refer the complaint on to the Main Board where applicable.
- 1.5 The Education Authority has no responsibility for, and does not deal with complaints (except for those referred to in Section 4).
- 1.6 **Useful Contacts** – Grosvenor Grammar School 028 9070 2777
- 1.7 **Having exhausted the internal complaints procedure**, parents of pupils may refer their complaint to the Northern Ireland Public Services Ombudsman (NIPSO) if they remain dissatisfied. Upon receiving written notification by the School that the full internal complaints procedure has been completed, parents who remain dissatisfied are required to make any complaint to the Ombudsman within 6 months of the date of receiving written notification. The NIPSO contact details are provided in Appendix 1.

2 PUPIL COMPLAINTS

- 2.1 For most matters the Form Tutor or the Subject Teacher is usually the first point of contact.
- 2.2 Depending on the nature of the matter, you may, however, wish to contact the **Head of Year** or the **Head of Department**.
- 2.3 If you are dissatisfied with the manner in which the matter has been dealt with, you may wish to contact a **Senior Teacher (Head of Junior, Middle or Senior School), Vice Principal,** or the **Principal directly**. You may also do so at any stage if you believe the matter is serious enough to merit the involvement of Senior Leadership.
- 2.4 The Education Authority has no responsibility for, and does not deal with, complaints (except for those referred to in Section 4).

3 EMPLOYEE COMPLAINTS

The School will follow the Department for Employment and Learning NI Guidelines which state the following:

- 3.1 **Informal discussion** – talk about the problem with the manager, colleague or employee who is the most directly concerned.
Where an informal word fails to resolve the problem, formal procedures must usually be followed.
- 3.2 **Put it in writing** – to the Principal (or the Chairman of the Board of Governors if your complaint is regarding the Principal).
- 3.3 **Meet and discuss** – with the Principal or her designated Deputy. You will be given time to consider the facts regarding the complaint prior to the meeting. Following the meeting the Principal, or her appointed Deputy, will inform you of their decision and your right to appeal.
- 3.4 **Appeal** – if required, an Appeal meeting will be provided. It may take place

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after sanctions have already been imposed. The employee will be informed of the outcome of the Appeal.

3.5 **Useful Contacts**

Labour Relations Agency –

www.lra.org.uk

Department for the Economy –

www.economy-ni.gov.uk/topics/employment-rights

3.6 In the case of complaints which lead to disciplinary action, the Principal and/or the Board of Governors will follow the agreed Disciplinary Procedures. These Disciplinary Procedures are those published by the Education Authority.

4.0 **The Education Authority**

If the complaint is regarding the fact that the school did not follow the school's procedures, the matter should be forwarded directly to the Education Authority. A copy of the complaint should also be forwarded to the school.

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APPENDIX 1 – Contacting the Office of the Northern Ireland Public Services Ombudsman

The full text of the Public Services Ombudsman Act (Northern Ireland) 2016 can be accessed at www.legislation.gov.uk/ni/2016/4/enacted

Contact Details:

Northern Ireland Public Services Ombudsman
Progressive House
33 Wellington Place
BELFAST BT1 6HN

Freepost: Freepost NIPSO

Telephone: 028 9023 3821 or Freephone: 0800 34 34 24

Text Phone: 028 9089 7789

Email: nipso@nipso.org.uk

Website: www.nipso.org.uk