

**GREENWOOD HOUSE ASSESSMENT CENTRE
INTERIM COMPLAINTS PROCEDURE POLICY**

MISSION STATEMENT

At Greenwood House, we provide a safe, nurturing and stimulating educational environment, where each child will establish a secure foundation in terms of learning and wellbeing, thus developing the skills and capabilities to reach his/her full potential.

At Greenwood House Assessment Centre, we take complaints very seriously. We have the best interests of all our pupils and their families at the centre of all we do. In this regard, we encourage anyone with a concern to speak to us as soon as possible. If concerns are dealt with at an early stage, then they are more likely to be resolved and there is no unnecessary dissatisfaction.

Many issues can be addressed simply by talking to the relevant staff in school who will be happy to help. Open communication and regular engagement between the school, Parents/Carers and other stakeholders is vital to the effective management of the school.

We welcome open communication with our staff.

Parents/Carers can speak to their child's class teacher by:

- A written note in their child's home/school diary
- A telephone call between either between 8.30am-8.45am or between 2.15pm – 3.00pm Monday to Friday

Parents/Carers can speak to the Principal or Vice Principal by:

- A telephone call to the school office
- Forwarding an email to info@greenwood.belfast.ni.sch.uk

If you have any concerns, please contact your child's class teacher as soon as possible. Concerns about matters other than in the classroom should be raised with the Principal. We take all concerns seriously and make every effort to resolve matters as quickly as possible.

AIMS

When dealing with complaints the school aims to:

- Encourage resolution of all concerns as quickly as possible;
- Provide timely responses to concerns and complaints;
- Keep complainants informed of progress;
- Ensure a full and fair investigation of your complaint where appropriate;
- Have due regard for the rights and responsibilities of all parties involved;

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- Respect confidentiality;
- Fully address complaints and provide an effective response;
- Take appropriate action to rectify the issue and prevent it happening again where appropriate;
- Be responsive to learning from outcomes which will inform and improve practice within the school.

A copy of this procedure is available on the school's website or is available from the school on request.

Complaints Procedure - At a glance



Time Limit

To enable complaints to be resolved, please contact the school as soon as possible. Unless there are exceptional circumstances, complaints will normally only be considered within 6 months of origin.

Stage One

When making a complaint, contact the school Principal who will arrange for the complaint to be investigated. *If the complaint is about the Principal, proceed to Stage Two.* The school requires complaints to be made in writing, where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.

Please provide as much information as possible including:

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

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The complaint will normally be acknowledged within 5 school working days and a response normally made within 20 school working days of receipt of the complaint. This response will be issued by the Principal.

These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.

If the complainant remains unhappy with the outcome at Stage 1, the complaint may be progressed to Stage 2 which is overseen by the Board of Governors.

Stage Two

If a complaint is unresolved after Stage One, write to the Chairperson of the Board of Governors (*care of Greenwood House Assessment Centre and marked 'Private & Confidential'*). Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.

The Chairperson will convene a sub-committee to review the complaint. Please provide as much detail as possible as indicated above.

The complainant will normally be acknowledged within 5 school working days and a final response normally made within 20 school working days from date of receipt of the complaint. The response will be issued by the Chairperson of the sub-committee.

These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.

Northern Ireland Public Services Ombudsman (NIPSO)

If following Stage Two you remain dissatisfied with the outcome of your complaint, you can refer the matter to the Office of the Northern Ireland Public Services Ombudsman (NIPSO).

The Ombudsman provides a free, independent and impartial service for handling complaints about schools in Northern Ireland. You have a right to complain to the Ombudsman if you feel that you have been treated unfairly or have received a poor service from a school and your complaint has not been resolved to your satisfaction.

A complaint should normally be referred to NIPSO within six months of the final response from the school. The school must advise in its concluding letter that the complaint may be referred to the NIPSO if you remain dissatisfied.

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Contact details for NIPSO are:

Northern Ireland Public Services Ombudsman

Office of the Northern Ireland Public Services Ombudsman

Progressive House

33 Wellington Place

Belfast

BT1 6HN

Freepost: FREEPOST NIPSO

Telephone: 02890 233821

Freephone: 0800 34 34 24

Email: nipso@nipso.org.uk

Web: www.nipso.org.uk

1. SCOPE OF COMPLAINTS PROCEDURE

1.1 The Complaints Procedure sets out how any expression of dissatisfaction relating to the school will be managed. By taking concerns raised by parents or others seriously at the earliest possible stage, it is hoped that issues can be resolved quickly and effectively.

Some examples of what schools have dealt with in the past:

- Not following school policy
- Communication delays / lack of communication
- Difficulties in staff / pupil relationships

1.2 Complaints with separate established procedures

Some examples of statutory procedures and appeal mechanisms are listed below. The list is not exhaustive. The Principal / Chair of Governors will advise on the appropriate procedure to use when the complaint is raised.

Matters may still be referred to NIPSO, if it is felt that maladministration has occurred.

Exceptions	Contact
<ul style="list-style-type: none">• Admissions / Expulsions / Exclusion of children from school	Contact: www.eani.org.uk Director of Operations and Estates Sarah Long
<ul style="list-style-type: none">• Statutory assessments of Special Educational Needs (SEN)	Contact: www.eani.org.uk Director of Children and Young People's Services Dr Clare Mangan

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<ul style="list-style-type: none">• School Development Proposals	Contact: www.eani.org.uk Director of Education John Collings
<ul style="list-style-type: none">• Child Protection / Safeguarding	Contact: www.eani.org.uk Director of Children and Young People's Services Dr Clare Mangan

1.3 The school will not normally investigate anonymous complaints, unless deemed by the Chairperson of the Board of Governors to be of a serious nature. The decision of whether to deal with such complaints will be at the discretion of the Board of Governors.

2. WHAT TO EXPECT UNDER THIS PROCEDURE

2.1 Your rights as a person making a complaint

In dealing with complaints we will ensure:

- Fair treatment
- Courtesy
- A timely response
- Accurate advice
- Respect for privacy – complaints will be treated as confidentially as possible, allowing for the possibility of consultation with other appropriate parties about the complaint; and
- Clear reasons for decisions.

2.2 Your responsibilities as a person making a complaint

In making a complaint it is important to:

- Raise issues in a timely manner
- Treat our staff with respect and courtesy
- Provide accurate and concise information in relation to the issues raised
- Use these procedures fully and engage with them at the appropriate levels

2.3 Rights of parties involved during the investigation

Where a meeting is arranged the complainant may be accompanied but not represented by another person.

This procedure does not take away from the statutory rights of any of the participants.

2.4 Timeframes

Where concerns are raised with the relevant Teacher or Principal, a response will normally be provided during the meeting or within an agreed timeframe.

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Stage 1 – Normally acknowledge within 5 school working days, response normally within 20 school working days

Stage 2 - Normally acknowledge within 5 school working days, response normally within 20 school working days

Of, for any reason, the review of a complaint takes longer to complete, complainants will be informed of revised time limits and kept updated on progress.

These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.

2.5 Equality

The school requires complaints to be made in writing. Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.

2.6 Unreasonable Complaints

The school is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain.

There will be occasions when, despite all stages of the complaints procedure having been completed and the complaint has been reviewed by the Ombudsman, the complainant remains dissatisfied. If they try to re-open the same issue, the Chair of Governors will inform them that the procedure has been completed and that the matter is now closed. If the complainant repeatedly continues to contact the school with the same issue, we may choose not to respond.