

BELFAST HIGH SCHOOL PARENTAL COMPLAINTS GUIDELINES

Belfast High School takes great pride in the pastoral care and the quality of teaching it provides to its pupils. However, if you do have a complaint, you can expect it to be treated by the School in accordance with these guidelines. All those involved in the School will do their best to resolve complaints effectively and efficiently.

Stage 1

- It is hoped that any complaints will be resolved quickly.
- If you have a complaint you should normally contact your son/daughter's Year Teacher. The Year Teacher will make a written record of all concerns and complaints and the date on which they were received. The complaint will be investigated. In many cases the matter will be resolved straight away by this means to the parents' satisfaction. If the Year Teacher cannot resolve the matter alone it may be necessary for him/her to consult with a Head of Department or with any of the 4 members of the Senior Management team.

Stage 2

- You may contact a member of the SMT if you are not satisfied with the response from the Year Teacher.
- The Senior Manager will make a written record of all concerns and complaints and the date on which they were received.
- Should the matter not be resolved within 3 working days then you should proceed with your complaint in accordance with Stage 3, normally within 10 working days.

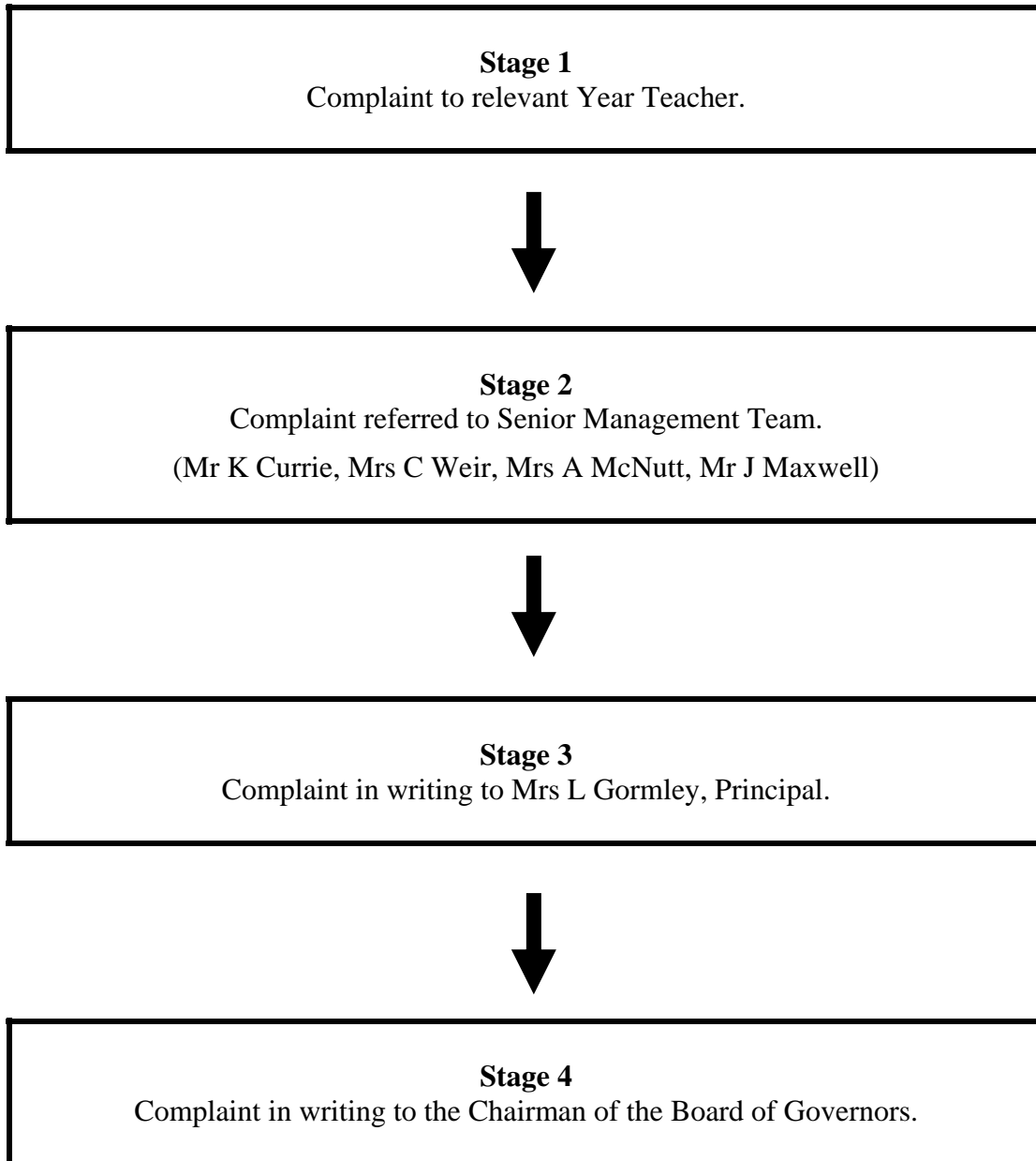
Stage 3

- At this stage you will put your complaint in writing to the Principal. The Principal will decide, after considering the complaint, the appropriate course of action to take.
- The Principal may need to carry out further investigations.
- In most cases the Principal will meet or speak to you, normally within 2 days of receiving the complaint, to discuss the matter or to let you know the matter is being investigated. If possible a resolution will be reached at this stage.
- The Principal will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Principal is satisfied that, so far as it is practicable, all of the relevant facts have been established, a decision will be made and you will be informed of this decision in writing (normally within 5 working days of the Principal receiving the complaint). The Principal will also give reasons for her decision.
- If you are still not satisfied with the decision you should proceed to Stage 4.

Stage 4

- Parents should put their complaint in writing to the Chairman of the Board of Governors.
- The Chairman of the Board of Governors and at least one other governor will investigate the complaint and respond.

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How to make a complaint:

If you have a complaint you should make an appointment to speak to the relevant Year Teacher:

Form 1:	Mrs A Lowry
Form 2:	Mrs P Creighton
Form 3:	Mrs E Addis
Form 4:	Mr K Doyle
Form 5:	Mrs J Barkley
L6:	Mrs E Hood
U6:	Mr R Bleakley

If you telephone the School on 028 90 864431 and leave your contact details you will normally receive a response within one working day. Alternatively you can call in person, write, fax (028 90 861527) or email (info@belfasthigh.newtownabbey.ni.sch.uk) to make an appointment with regard to your complaint.