

Lumen Christi College



Complaints Policy



Complaints Policy and Procedure

At Lumen Christi College we are committed to our listening ethos and this policy is intended to establish clear mechanisms for the resolution of complaints. Other policy documents may refer to additional complaints procedures for use in specific circumstances and these should be consulted in relation to specific issues to be addressed.

Aims

- To provide an efficient, thorough system through which issues are addressed effectively
- To facilitate the school in providing the best possible service for its pupils, their parents and the local community
- To provide a simple, speedy and accessible service that respects confidentiality
- To address issues arising from complaints in a fair and honest manner within set timescales
- To treat individuals with openness and equality

This procedure does not replace or supplement other appeals mechanisms in areas such as Child Protection or Disciplinary/Grievance claims. We do not deal with, and these procedures do not provide for, resolution of anonymous complaints.

In dealing with a complaint regarding admissions, administrative and procedural arrangements, curriculum issues, discipline procedures or unfair treatment, we will ensure that you receive a timely response, fair treatment, courtesy, accurate information, respect for your privacy (where appropriate) and reasons for our decisions.

In raising complaints, we expect that you will raise issues in a timely manner, treat staff as professionals in a non-threatening way and with courtesy, provide accurate and concise information and follow these procedures fully at the appropriate levels.

In the first instance a complaint, concern or issue for redress should normally be referred verbally to the teacher concerned with the initial action or decision against which you wish to complain, so that they may be allowed to address the matter.

You should observe the school's arrangements for making any appointments. We will endeavour to arrange an appointment within a working week but this may not always be possible.

If your complaint remains unsolved or is with the Principal, you should arrange a meeting with the Principal to discuss the matter. You should let the Principal know in advance of the nature of your concern so that she can prepare for the meeting.

If the Principal requires further time to investigate or deal effectively with the issue, she will inform you of this.

Making a Complaint/Seeking Redress

- Stage 1:

If your complaint is not resolved in the informal manner, you should then write to the Principal. Your written grievance should be as concise as possible and address specifically the issues that are of immediate concern to you.

You will receive written acknowledgement of your letter within 10 working days. Where possible, this confirmation will also provide a response to the issues raised or otherwise indicate that your concerns are being fully investigated and a timeframe – a maximum of a further 10 working days from the date of receipt of your letter- by which the matter will be resolved.

- Stage 2:

If you still believe that your complaint or grievance has not been dealt with in a satisfactory manner or feel that the decision by the Principal is unsatisfactory, you may write to The Chairperson of the Board of Governors, Lumen Christi College, Bishop Street, Derry, BT48 6UJ. The Chairperson will bring your complaint to a Governors' Sub-Committee which will investigate and respond to your grievance. Your written grievance should be as concise as possible and address specifically the issues that are of immediate concern to you.

You will receive written acknowledgement of your letter within 10 working days. Where possible, this confirmation will also provide a response to the issues raised or otherwise indicate that your concerns are being fully investigated and a timeframe – a maximum of 20 working days from the date of receipt of your letter- by which the matter will be resolved. Alternatively, the response may arrange for you to attend a meeting with the sub-committee at which your concerns may be discussed in full. If required, such a meeting will take place within 20 working days of receipt of your written complaint to the Chairperson and you should expect a written response within a further 10 working days of the meeting being held.

(These timeframes may need to be revised if complaints are ongoing during school holiday periods)

Formal Complaint Against the Board of Governors

Complaints regarding decisions made by the Board of Governors will be dealt in accordance with 'The Complaints Tribunal (Curriculum and Related Matters) Regulations (Northern Ireland) 2016'.

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) Progressive House, 33 Wellington Pl, Belfast BT1 6HN (Tele: 0800 343424)

This policy will be reviewed by the Board of Governors in accordance with any new guidelines from DENI or statutory requirements.