



## Complaints Policy

*At any time if the concern or enquiry is of a child protection nature the Designated teacher, Mrs J Muise should be contacted or in her absence, any of the Deputy Designated teachers, Mr J Peak, Mr S McMullan or Mrs K Parks.*

**\*Please note:** RBAI will seek to settle disputes and clarify concerns through informal discussions and meetings, however, on occasions when this has not been possible the procedures below are in place for parents. Unless there are exceptional circumstances, complaints will normally only be considered within 6 months of an ongoing complaint to the School.

If a persistent or significant concern or complaint concerns a member of the nonteaching staff, one of the Vice-Principals should be contacted in the first instance.

**Stage 1** When a parent has an enquiry in relation to any matter concerning his/her son's education or well-being it should be made in the first instance through the class tutor or the relevant classroom teacher. The Housemaster, Head of Department or Head of Key Stage may also be contacted if the matter is not resolved.

For this type of enquiry or to raise general pastoral or academic concerns a phone call or short meeting is likely to suffice. Teachers have timetabled lessons and will return telephone calls when they have time or arrange meetings when they are not teaching.

**Stage 2** If the matter is not resolved to the satisfaction of the parent, he/she may wish to raise the concern by contacting either the Curriculum Vice-Principal or the Pastoral Vice-Principal. In the first instance this is likely to be by telephone or by requesting a meeting to discuss the matter. In some instances, a parent may feel it is appropriate to put his/her concerns in writing.

**Stage 3** The Principal may be contacted either through her Secretary or by letter if the first two stages of this policy have not resolved the matter or if the complaint or concern is not in relation to an academic or pastoral concern. If the complaint is against the Principal, then it should be made in writing to the Chairman of the Board of Governors.

**Stage 4** A letter should be sent to the Chairman of the Board of Governors outlining the nature of the complaint and the action taken so far by the parent. The complaint will normally be acknowledged within 5 school working days and a final response normally made within 20 school working days (these will be reviewed if complaint ongoing during school holidays.)

**Stage 5** If following Stage 4 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). A complaint should normally be referred to NIPSO within 6 months of the final response from the School. Contact details for NIPSO are:

NIPSO, Progressive House, 33 Wellington Place, BELFAST BT1 6HN or telephone 028 9023 3821 or email [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk).

**Anonymous letters are not accepted by the school as an accepted method of raising concerns.**