



CARRICKFERGUS GRAMMAR SCHOOL Complaints Procedure

We are committed to providing pupils and parents with high standards of service at all times: even so there may be occasions when you feel dissatisfied about a matter. If so we would like you to tell us about it. The guidance below sets out how to make a complaint and outlines the steps we can take together to address it. It also lets you know what to do if you are not happy with our response.

Some Key Points

1. Please tell us as soon as possible if you are dissatisfied with something.
2. We will respond to all complaints within five working days.
3. We take all complaints seriously and welcome the opportunity to discuss them.
4. We deal discreetly with complaints, but some information may have to be shared with others.
5. Making a complaint to the school cannot disadvantage your child in any way.

Step 1 – Clarify the issue

Please feel encouraged to ask for initial clarification. It is always helpful to establish facts before deciding on how to address a matter; indeed many issues are resolved quickly at this stage. In the first instance please contact the School Office whose staff are often able to answer your query.

Step 2 – Discuss the issue

We welcome contact by any convenient means. Generally your child's Head of Year or the Head of Subject concerned is the best person to talk to but if you have already done so without satisfaction, or if your problem relates to the Head of Year or Head of Subject, you should arrange to discuss things further with Miss F McKinley (Vice Principal) or Mrs L Kane (Head of Pastoral Care).

If you would like to speak to any of the above staff in person please arrange an appointment through the School Office as teachers can rarely be made available without prior notice.

Step 3 – Take your concern further

If you are still not satisfied you should make your concern known to the Principal and if this does not adequately address the matter, or if your complaint relates to the Principal, please approach the Chairperson of the school's Board of Governors. You should write to the Chairperson at the school address stating the nature of your complaint, the steps you have taken to address it, and explain why you are dissatisfied with the school's response.

Step 4 – Approach the Education Authority (North Eastern Region)

If you have exhausted all of the above options and you are still not happy with the school's response you should refer your complaint to the Education Authority, North Eastern Region, Tel. 028 25662391.

Step 5 – Approach the Northern Ireland Public Services Ombudsman

The Ombudsman's office may be contacted by Freephone 0800 343424 or at <https://nipso.org.uk>

Summary of a complaint

CGS Office → Head of Year/Subject → VP → Principal → Governors → EANE → Ombudsman

Contact

Telephone: 028 93 363615

Email: info@carrickfergusgrammar.carrickfergus.ni.sch.uk

Postal: Carrickfergus Grammar School, 120 North Road, Carrickfergus, Co. Antrim, BT38 7RA