

Hope Nursery School

Summary of complaints procedure

A full copy of this is available in the school office.

We take complaints seriously and will do everything we can to resolve any issues as quickly as possible.

If you have a concern or complaint:-

Ask to speak to your child's teacher unless it is a matter regarding something outside the classroom. In this case ask to speak to the principal Mrs McKinty. It may not be possible to speak to the staff member immediately due to their other duties– we will try to meet you as soon as is possible.

We will listen and make every effort to resolve the issue.

If you are not satisfied you can

- 1- Write to the principal stating your name and contact details, what the complaint is about, what has already been done to resolve it and what you would like to happen. A response will be made in a timely manner.

If you are not satisfied, you can

- 2- Write to the Chairperson of the Board of Governors, c/o Hope Nursery School, and marking your letter private and confidential. The Chairperson will arrange to meet and discuss the issue with you and will respond in writing.

If you are not satisfied, you can

- 3- Refer the matter to the Northern Ireland Public Service Ombudsman, Progressive House, 33 Wellington Place, Belfast BT1 6HN, FREEPOST NIPSO.

There are some exceptions to this and school staff will be able to advise you regarding these things and who to contact if necessary.

Hope Nursery School – Complaints procedure summary

If you have a concern regarding your child

Speak to your child's teacher

if you are still concerned

Speak to the principal

If you are still concerned, you can make a formal complaint by writing to the principal

If you are still concerned, you can write to the Chairperson of the Board of Governors

Private and confidential for the attention of

Mrs E Sedgewick

Chair person Board of Governors

Hope Nursery School

If you are still concerned , you can

If you are still concerned, you can write to the Northern Ireland Public service Ombudsman