



**HUNTERHOUSE COLLEGE**

**COMPLAINTS POLICY AND PROCEDURES**

**Date/date Reviewed: November 2021**

**Previous: November 2017**

**Next Review due: September 2024**

This policy is available in pdf format from the school website

[www.hunterhousecollege.org.uk](http://www.hunterhousecollege.org.uk)

or on request from the School Office 028 9061 2293

[info@hunterhouse.belfast.ni.sch.uk](mailto:info@hunterhouse.belfast.ni.sch.uk)

## **1. Foreword**

1.1 At Hunterhouse College, we aim to work in partnership with students, parents/carers and members of the community. As such, we take complaints very seriously. In this regard, we encourage anyone with a concern to speak to us as soon as possible. If concerns are dealt with at an early stage, then they are more likely to be resolved and there is no unnecessary dissatisfaction.

1.2 Many issues can be addressed simply by talking to the relevant staff in school who will be happy to help. Open communication and regular engagement between the school staff and the wide range of users is vital to the effective management of the school.

1.3 We welcome open communication with the following members of staff:

- Form Tutors and Year Heads - pastoral/general study-related matters;
- Heads of Department - academic/subject-related matters;
- Vice-Principal or Principal - concerns other than the above.

## **2. Aims**

2.1 When dealing with complaints the school will:

- encourage resolution of all concerns as quickly as possible
- provide timely responses to concerns and complaints
- keep you informed of progress
- ensure a full and fair investigation of your complaint where appropriate
- have due regard for the rights and responsibilities of all parties involved
- respect confidentiality
- fully address complaints and provide an effective response
- take appropriate action to rectify the issue and prevent it happening again where appropriate
- be responsive to learning from outcomes which will inform and improve practice within the school.

A copy of this Procedure is available on the school's website or is available from the school on request.

### 3. Scope of the Complaints Procedure

3.1 The Complaints Procedure sets out how any expression of dissatisfaction relating to the school will be managed. By taking concerns raised seriously at the earliest possible stage, it is hoped that issues can be resolved quickly and effectively.

#### ***Some examples of complaints dealt with:***

- not following school policy;
- communication delays / lack of communication;
- difficulties in staff / student relationships.

### 4. Complaints with separate established procedures

4.1 Some examples of statutory procedures and appeal mechanisms are listed below. The list is not exhaustive. The Principal/ Chair of Governors will advise on the appropriate procedure to use when the complaint is raised.

<b>Exceptions</b>	<b>Contact</b>
<ul style="list-style-type: none"><li>• Admissions / Expulsions / Exclusion of children from school</li></ul>	Contact the Education Authority's Director of Operations and Estates at <a href="http://www.eani.org.uk">www.eani.org.uk</a>
<ul style="list-style-type: none"><li>• Statutory assessments of Special Educational Needs (SEN)</li></ul>	Contact the Education Authority's Director of Children and Young People's Services at <a href="http://www.eani.org.uk">www.eani.org.uk</a>
<ul style="list-style-type: none"><li>• School Development Proposals</li></ul>	Contact the Education Authority's Director of Education at <a href="http://www.eani.org.uk">www.eani.org.uk</a>
<ul style="list-style-type: none"><li>• Child Protection / Safeguarding</li></ul>	Contact the Education Authority's Director of Children and Young People's Services at <a href="http://www.eani.org.uk">www.eani.org.uk</a>

4.2 The school will not normally investigate anonymous complaints, unless deemed by the Chairperson of the Board of Governors to be of a serious nature. The decision of whether to deal with such complaints will be at the discretion of the Board of Governors.

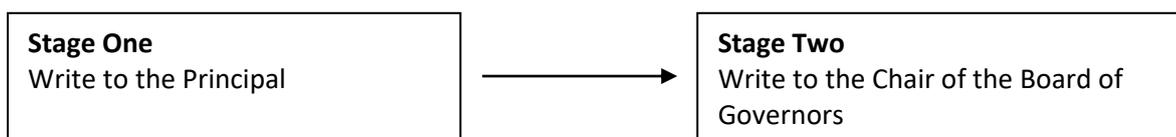
### 5. **Unreasonable Complaints**

5.1 The school is committed to dealing with all complaints fairly and impartially, and to providing a high quality service to those who complain.

5.2 There will be occasions when, despite all stages of the complaints procedure having been completed and the complaint having been reviewed by the Ombudsman, the complainant remains dissatisfied. If they try to re-open the same issue, the Chair of Governors will inform them that the procedure has been completed and that the matter is now closed.

5.3 If the complainant repeatedly continues to contact the school with the same issue it may choose not to respond.

## 6. Complaints Procedure



### 6.1 Time Limit

Please contact the school as soon as possible. Unless there are exceptional circumstances, complaints will normally only be considered within 6 months of origin of the complaint to the school.

### 6.2 Stage One

When making a complaint, contact the school Principal who will arrange for the complaint to be investigated. *If the complaint is about the Principal, proceed to Stage Two.* The school requires complaints to be made in writing. Where this may present difficulties, please contact the school which will make reasonable arrangements to support you with this process.

Please provide as much information as possible including:

- name and contact details
- what the complaint is about
- what has already been done to try to resolve it and
- what you would like the school to do to resolve the complaint.

The complaint will normally be acknowledged as soon as possible, but within 10 school working days. A final response will normally be made within 20 school working days of receipt of the complaint. This response will be issued in writing by the Principal and will indicate with reasons whether the complaint has been upheld, partially upheld or not upheld.

***These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.***

If you remain unhappy with the outcome at Stage 1, the complaint may be progressed to Stage 2, which is overseen by the Board of Governors.

### 6.3 Stage Two

If the complaint is unresolved after Stage One, write to the Chair of the Board of Governors (*c/o the school and marked 'private and confidential'*). If the Chairperson of the Board of Governors is the subject of the complaint, you should write to the Secretary of the Board of Governors.

Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.

Your written complaint should be as concise as possible and address specifically the issue or issues that are of concern to you. Please provide as much detail as possible, as indicated above.

The Chair will be responsible for referring your complaint to a Committee of the Board of Governors, which will investigate and respond to your complaint. The Committee will have a minimum of three voting members. The investigation may require you to meet the Committee of the Board of Governors. Again, a mutually convenient time will be arranged. The Committee will also talk to other parties relevant to the complaint.

The complaint will normally be acknowledged as soon as possible, but within 10 school working days. A final response will normally be made within 20 school working days of receipt of the complaint. The response will be issued in writing by the Chairperson of the Committee.

***These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.***

## **7. Northern Ireland Public Services Ombudsman (NIPSO)**

7.1 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).

7.2 The Ombudsman provides a free, independent and impartial service for handling complaints about schools in Northern Ireland. You have the right to complain to the Ombudsman if you feel that you have been treated unfairly or have received a poor service from a school and your complaint has not been resolved to your satisfaction.

7.3 A complaint should normally be referred to NIPSO within six months of the final response from the School. The school must advise in its concluding letter that the complaint may be referred to the NIPSO if you remain dissatisfied.

Contact details for NIPSO are:

### **Northern Ireland Public Services Ombudsman**

Office of the Northern Ireland Public Services Ombudsman  
Progressive House  
33 Wellington Place  
Belfast  
BT1 6HN

Freepost: FREEPOST NIPSO

Telephone: 02890 233821

Freephone: 0800 34 34 24

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Web: [www.nipso.org.uk](http://www.nipso.org.uk)

## **8. What to expect under this procedure**

### **8.1 Your rights as a person making a complaint**

In dealing with complaint we will ensure:

- fair treatment;
- courtesy;
- a timely response;
- accurate advice;
- respect for privacy – complaints will be treated as confidentially as possible allowing for the possibility of consultation with other appropriate parties about the complaint; and
- clear reasons for decisions.

## **8.2 Your responsibilities as a person making a complaint**

In making a complaint it is important to:

- raise issues in a timely manner;
- treat our staff with respect and courtesy;
- provide accurate and concise information in relation to the issues raised;
- use these procedures fully and engage with them at the appropriate levels.

## **8.3 Rights of parties involved during the investigation**

Where a meeting is arranged the complainant may be accompanied but not represented by another person.

This Procedure does not take away from the statutory rights of any of the participants.

## **8.4 Timeframe**

If, for any reason, the review of a complaint takes longer to complete, you will be informed of revised time limits and kept updated on progress.

***These timeframes may need to be reviewed if complaints are ongoing during school holiday periods.***

## **8.5 Equality**

The school requires complaints to be made in writing. Where this may present difficulties, please contact the school which will make reasonable arrangements to support the complainant with this process.