Supporting our Pupils to Succeed

Our vision is rooted in a desire to see our pupils flourish through a globally connected community where well-being and respect is cultivated and **pupils are encouraged, enabled** and **expected** to reach their full potential.

Springhill Primary School's Complaints Procedure

How to Raise a Concern

We value positive home–school relationships and the needs and safety of our pupils is paramount.

Most concerns can be resolved quickly and informally.

🟢 STEP 1: Talk to the teacher or Mrs Lyness informally

Most issues are resolved at this stage.

If the matter is **not resolved**

⬇

🟡 STEP 2: Request a formal meeting with Mrs Lyness

Mrs Lyness will:

- Take notes and these will be agreed and signed by both parties
- Investigate the issues/concerns further
- Provide a written response within an agreed timeframe

With parental consent, or at the parent's request, and where Mrs Lyness considers it necessary, the meeting may also include the class teacher or a parent governor.

If Mrs Lyness is unavailable, Mr Allen will undertake Stages 1 and 2 of this procedure.

If the matter is **not resolved**

⬇

🟠 STEP 3: Board of Governors

Write to the Chair of the Board of Governors

A **Complaints Panel** will:

- Review all information
- Meet with those involved if needed
- Provide a **final written school response**

If you remain dissatisfied

⬇

🔴 **STEP 4: External Review**

You may contact the:

Northern Ireland Public Services Ombudsman (NIPSO)

🌐 www.nipso.org.uk

Important Information

- Complaints are handled ***fairly, confidentially and respectfully***

This procedure does **not** cover:

- Child protection concerns
- Staff disciplinary or grievance issues
- Admissions or SEN appeals
  (These follow separate procedures)