



SAINTFIELD HIGH SCHOOL

INFORMATION FOR PUPILS AND PARENTS

HOW TO RAISE CONCERNS OR MAKE A COMPLAINT

PLEASE READ CAREFULLY

For the Pupil...

What happens if you want to talk about a worry or a problem?

- You can talk to a member of staff, he/she will listen.
- You will be taken seriously.
- You can bring a friend, member of staff with you if you wish.
- He/she will advise you on how to get help.
- To get that help for you, the teacher may have to tell someone else. Members of staff cannot keep it a secret.
- You will always be informed regarding what is happening.
- The Designated Teacher for Child Protection is Mrs R Bradley.
- Any member of staff will listen to you. If you find it difficult to confide in someone, you can phone: Childline 0800 1111; NSPCC 0800 800 500 or visit their website: www.there4me.com

For the Parent/Carer...

What happens when **you** raise a concern?

- The School will receive either a concern/complaint in written or verbal form.
- Depending on the nature of the concern/complaint it will be passed on to the Head of School, Vice-Principal or Principal.
- You will be told that the concern/complaint has been received and who is dealing with it.
- If necessary, you will be invited into school to discuss your concerns or complaint.
- Time will be needed to examine the issues. You will then be given a date and time when we will be ready to talk to you about it again.
- If you are not happy about how the complaint has been dealt with you may write to the Chairperson of the Board of Governors.
- Additionally, parents/carers of pupils may refer their complaint to the NI Public Services Ombudsman (NIPSO), if they remain dissatisfied.
- Advice and help is also available from the PSNI or Social Services.