



# HOLY TRINITY ENNISKILLEN

## Pre-School Parental Complaints Policy

Policy approved by Board of Governors

Dated

Signed

Holy Trinity Pre-school

This policy is designed to establish a clear mechanism for resolution of complaints which can be verbal or written.

#### INFORMAL- STAGE 1

Complaints made to a member of staff (verbally). This matter will be reported to the staff member.

- Discuss the issues.
- Implement any agreements.
- No further action.

#### INFORMAL STAGE 2

Complaints made to the Leader/Principal (Verbally).

- Schedule meeting.
- Discuss the issues.
- Implement any agreements.
- No further action.

#### FORMAL STAGE 3

Formal signed written complaints made to the Principal.

- Acknowledge receipt (within 10 days).
- Investigate the complaint.
- Implement any agreements/changes.
- Confirm outcomes in writing (within 20 Days).
- No further action.

## FORMAL STAGE 4

Formal written complaints made to chairman of the Board of Governors.

- Acknowledge receipt (within 10 working days).
- Investigate the issues/meet with complainant.
- Implement any agreements/changes.
- Confirm outcomes in writing (within 25 working days).
- No further action.

## APPEALS PROCESS

Written request to have case heard by full Board of Governors.

- Acknowledge receipt (10 working Days).
- Meet complainant (30 working Days).
- Consider the issues.
- Implement any agreements/changes.
- Confirm outcomes in writing (by the 40<sup>th</sup> working day).

All complaints which reach stage 3 will be reported to the Board of Governors. Where complaints are dealt with at a lower stage these will only be discussed by the Board of Governors where they require changes to our current policies/procedures.