

St. Mary's College

Guidelines for Parents and Guardians

COMPLAINTS PROCEDURE
Your Questions Answered

INTRODUCTION

People are often afraid to complain. However, if something goes wrong, or if you are concerned about something you should not hesitate to let us know. We will deal with your complaint as quickly as possible.

You will be helping us to make St. Mary's College an even better school. We regard complaints as opportunities for improvement.



Q. Is there a Complaints Officer in the School?

**A. Yes. The name of the Complaints Officer is
Mr S Keown
Vice-Principal**

Mr Keown will ensure that your complaint will be dealt with according to the schools Complaints Procedure.

The Complaints Officer will keep a record of all complaints. Mr Keown will also contact you within 10 working days of your complaint having been dealt with to find out if you are satisfied that it has been dealt with your satisfaction.

Q. What is the School Concerns Clinic for Parents?

- A.** The Principal (or in her absence, a senior member of staff), will be available by appointment from:

**Monday – Thursday
3:30 – 5:30pm**

To deal with any concerns.

Q. What is the school Concerns Form?

- A.** This is a form which is available for you at reception. Your stated concern will be addressed within five working days.

Q. If something goes wrong, what should I do?

A. You can contact the school to discuss the problem by:

- Calling in person
- Telephone: (028) 71 362154
- Write to - St. Mary's College,
35 Northland Road,
Derry
BT48 0AN
- Email – office@stmarys.derry.ni.sch.uk

You can ask to have a meeting with:

- Your daughters
Year Head/Form Teacher/Class Teacher
- Senior Teachers
Mrs Kealey/Ms Y Connolly
- The Vice Principals
Mr McGinn/Mr S Keown
- The Principal
Mrs Marie Lindsay

Q. If I am still dissatisfied, what can I do?

A. You can write a complaint to the Chairperson of the Board of Governors to appeal the outcomes.

The Chairperson of the Board of Governors is Mrs Gay Durkan.



Q. How will we have access to Information on Complaints?

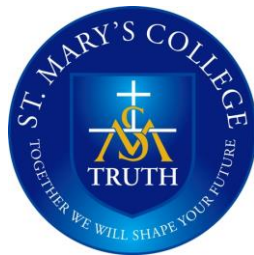
A. This information will be published on the school website and in the Annual Report to Parents. You can also contact the school for such information at any time.

School Website:

www.stmarysderry.com



ST. MARY'S COLLEGE
Together we will shape your future



St. Mary's College
35 Northland Road,
Derry,
BT48 0AN

Tel No: (028) 71 362154

Email: office@stmarys.derry.ni.sch.uk