



# 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  
**Mrs Roisin Rice**  
**Acting Vice-Principal**

*Mrs Rice 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. Mrs Rice 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](mailto: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  
Mrs Kealey/Mrs Rice (acting)
- The Acting Principal  
Mr Brendan McGinn

# 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.

If following the Board of Governors response, 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).

The Ombudsman provides a free, independent and impartial service for handling complaints about schools in Northern Ireland.

## **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)



## Q. How will 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](http://www.stmarysderry.com)



# ST. MARY'S COLLEGE

*Together we will shape your future*

