



# Bangor Grammar School

## COMPLAINTS PROCEDURES

If a parent wishes to make a verbal complaint, he/she should telephone the school and ask to speak with one of the following:

- the Head of Year if the complaint is about a pastoral or academic matter;
- the Academic Vice Principal if the complaint is about a curriculum matter. This may be referred to the appropriate Head of Department;
- the Senior Vice Principal if the complaint is about a serious pastoral matter;
- the Headmaster if the complaint is against a member of staff.

The Heads of Year are as follows:

Year	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>
	Mr Cardwell	Dr Stevenson	Mr Christy	Ms Chapman	Mr Wilson	Mrs Sinclair	Mrs Cree

**Pupil Mentor co-ordinator:** Mrs Bates

The school has a number of designated teachers who deal with specific areas of responsibility. They are as follows:

- |   |                            |
|---|----------------------------|
| • Learning for Life and Work                    | Dr Faulkner                |
| • Special Education Needs                       | Mrs Browne                 |
| • Child Protection (Connor House)<br>Patterson) | Mrs Williams (deputy: Miss |
| • Child Protection (Grammar School)<br>Wilson)  | Mr Christy (deputy: Mr J.  |
| • Health Education                              | Mr Cairnduff               |
| • Drugs Misuse                                  | Mr Macpherson              |
| • Relationships and Sexuality Education         | Mrs Payne                  |

If the appropriate member of staff is unavailable when a parent phones, a message should be left with a secretary. The call will be returned at the earliest possible opportunity.

Alternatively, a parent may wish to make a written complaint by means of a letter addressed to one of the members of staff listed above.

In all cases where a complaint is made, the details of the complaint are recorded. Whenever possible, an attempt is made to seek an immediate resolution of the complaint. In situations where the complaint must be investigated, the outcome of the investigation and any action taken will be reported back as swiftly as possible.

If the resolution of the complaint cannot be agreed, the parent has the right to bring the matter to the Headmaster and ultimately, through him, to the Chairman of the Board of Governors.



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Members of staff must ensure that each complaint and its outcome is recorded by the Headmaster's secretary in the boy's file and in the central complaints file. The Headmaster is responsible for recording complaints against members of staff, both centrally and in the personnel file, together with the outcome of any investigation.