**Handling Complaints in Matt Talbot Nursery School**

Discuss the issues

Implement any agreements

No further actions

**Informal - Step 1**

Comment/complaint made to appropriate member of staff

**Informal – Step 2**

Comment / complaint made to Principal

(verbally or written)

**If following stage 4 you remain dissatisfied with the outcome of your complaint you can refer the matter to the Office of the Northern Ireland Public Service Ombudsman (NIPSO), Ombudsman, Progressive House, 33 Wellington Place, Belfast BT1 6HN**

Acknowledge receipt (within 10 working days)

Meet with the complainant (30 working days)

Consider the issues

Implement any agreements/changes

Confirm outcomes in writing (by the 40th working day)

**Formal – Step 4**

**Appeals Process**

Written request to have the case heard by an Appeals Sub Committee of the Board of Governors

Acknowledge receipt (within 10 working days)

Investigate the issues / meet with the complainant

Implement any agreements / changes

Confirm outcomes in writing (within 25 working days)

No further action

**Formal – Step 3**

Formal written comment / complaint made to Chairperson of the Board of Governors and referred to the governors sub-committee

Schedule meeting

Discuss the issues

Implement any agreements

No further actions