



Complaints Procedure

Most queries and complaints can usually be resolved by discussion with the Principal (or, in her absence, Mrs McGowan or Mrs Duncan. Should this not be possible, then reference should be made to the formal complaints procedure outlined below.

1. The complaint should be forwarded to the Principal in writing. At this stage, a meeting will be arranged involving the Principal and another member of staff or BOG.

2. If the matter cannot be resolved at stage one, then a written complaint should be sent to:

Mr. Mark Chambers,

Chairman of the Board of Governors

Ravenscroft Nursery School

Ravenscroft Avenue

BT5 5BA

ravenscroftgovernors@hotmail.com

The Governors will respond as quickly as possible following their convened meeting.

3. If the matter remains unresolved, the complaint should then be sent in writing to:

The Chief Executive

EANI, Belfast Region

40 Academy Street

Belfast

BT1 2NQ

4. The complainant may proceed to the NI Public Services Ombudsman if unhappy with any outcome after appeal.