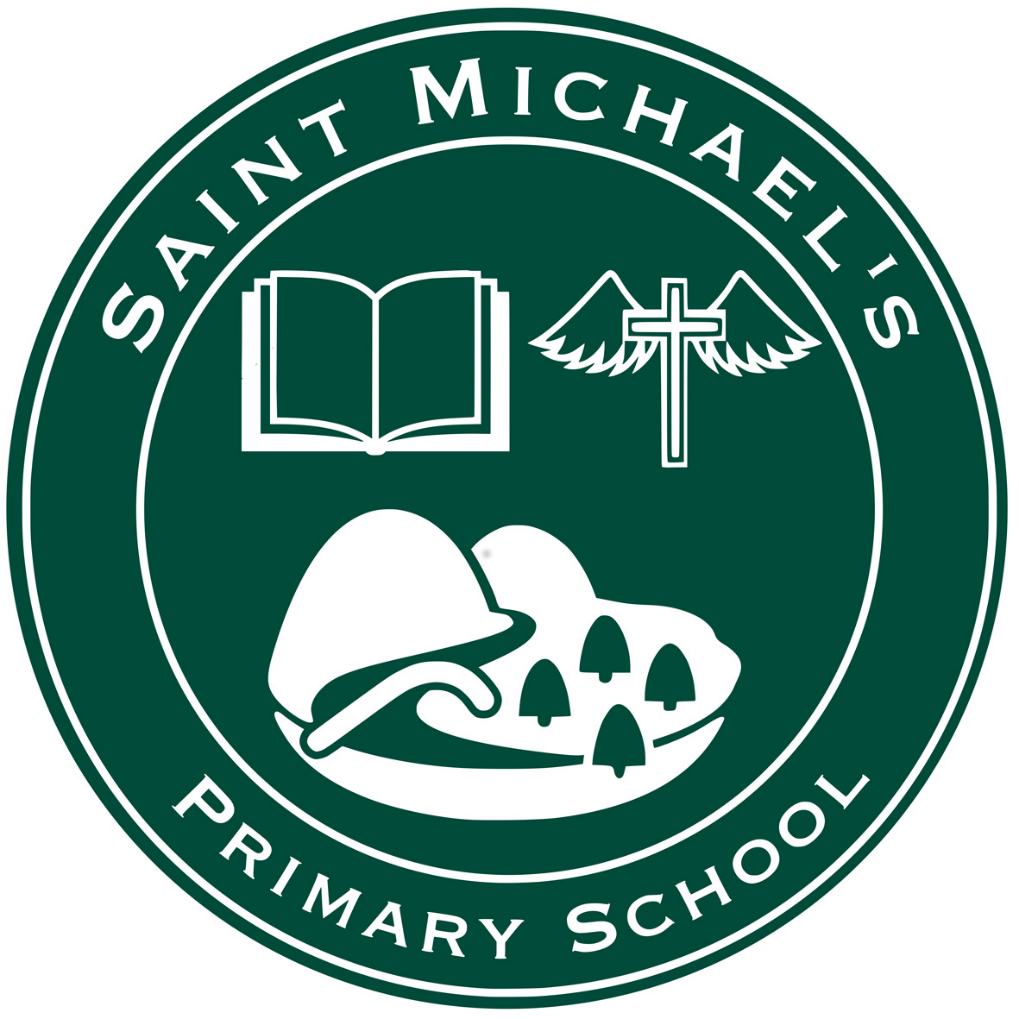
ST. MICHAEL’S PRIMARY SCHOOL

49, LISNARAGH ROAD, DUNAMANAGH,

STRABANE, CO. TYRONE, BT82 0QN



SCHOOL PROSPECTUS

2023 - 2024

|  |  |
| --- | --- |
| **St Michael’s Primary School**  **49 Lisnaragh Road**  **Dunamanagh**  **Strabane**  **BT82 0QN**  **Tel No: 028 7139 8397**  **E-mail:** [**info@smps.dunnamanagh.ni.sch.uk**](mailto:info@smps.dunnamanagh.ni.sch.uk)  **Website:www.stmichaelspsdunnamanagh.com** | **Maintained Primary School**  **Boys and Girls**  **Enrolment No: 133**  **Admissions No: 19**  **Roll as of 1st September, 2023 – 76 pupils** |

THE BOARD OF GOVERNORS

**CHAIR OF BOARD OF GOVERNORS:** Rev Eamon Mc Devitt P.P

**PRINCIPAL:** Mr Stephen O’Neill - Non-voting

NOMINATED BY THE TRUSTEES

Mrs. Una Kelly

Mrs Roisin Logue

Mr Noel McDermott

NOMINATED BY EA

Mrs Lizzie McAleer

Mr Gary Devine

NOMINATED BY DENI

To be appointed

PARENT REPRESENTATIVE

Mr Peter Devine – Vice-Chairman

TEACHER REPRESENTATIVE

Mrs Karen Carlin

The term of office for the Board of Governors is four years, after which reconstitution may take place. Each Governor may serve on the Board for a period of eight years.

##### TEACHING STAFF

### Principal: Mr O’Neill P7

### Senior Teacher: Mrs Carlin P3/4

## Teachers: Miss McGowan P5

Miss Devine **P1/2**

Mrs Quigley **Principal Release Teacher (2 days per week)**

Mr McSwiggan **P3/4**

ANCILLARY STAFF

Senior Clerical Officer Mrs Rosemary Boggs

Classroom Assistants Mrs Majella Devine, Mrs Martina Moore,

Miss Amy Lee McCauley & Mrs Briege Kerlin

Canteen Staff Mrs Lorraine Buchanan

Building Supervisor Mrs Lorraine Buchanan (temp)

Cleaner Mrs Lorraine Buchanan

# **MISSION STATEMENT**

Our Mission Statement was drawn up by parents at our first meeting as St Michael’s PS on Tuesday 10th September 2019. It reflects us coming together and moving forward as one school:

***Forward Together in Love***

**SCHOOL CONTEXT**

St Michael’s PS opened on 2nd September 2019. The school is an amalgamation of four existing schools within two neighbouring parishes: St Joseph’s PS, Glenmornan from Leckpatrick Parish and Altishane PS, Loughash PS and St Patrick’s PS from the Parish of Donagheady. The newly amalgamated school opened on the existing site of St Patrick’s PS.

A wealth of knowledge and talent has passed through the doors of these schools over the centuries, in terms of both teachers and pupils. This tradition of strong Catholic Education is being maintained and developed to meet the needs of the 21st Century by all those entrusted with the school’s future success.

St Michael’s PS is a co-educational school, admitting boys and girls between the ages of 4-11 years. It provides a broad and balanced curriculum for pupils. The school prioritises Literacy and Numeracy, to ensure a solid bedrock for all learning. It also places great emphasis on other important areas of the curriculum that are critical to pupil self-esteem, self-confidence and well-being. Therefore, it ensures pupils have opportunities to participate in sport, music, dance and drama, community events and as many other activities as possible. It is continuing long-standing relationships with local GAA clubs, Clann Na nGael and Owen Roes and community links including Aughabrack and District Community Association and Glenmornan Community Association.

Our ethos is rooted in nurturing children and helping them achieve their potential. It is based on strong pastoral care that infuses all aspects of daily life in school. It can be easily summed up in saying **children learn best when they are safe and happy.** Therefore, at St Michael’s PS, we move *Forward Together in Love*.

# **SCHOOL HOURS**

The school day begins at 9.10 am and the children should be in their classrooms by this time. Children will be admitted to the school from 8.40am onwards. Children should not arrive at school before 8.40am. Responsibility will not be taken by the school for any children arriving on the premises before this time.

All children have a break for 15 minutes in the middle of the morning. The lunch break is split over two sittings: Lunch-time for Foundation Stage and Key Stage 1 is between 12.15 and 1.00pm, Key Stage 2 is between 12.45 and 1.30pm. Lunch break includes 15 minutes play for all pupils.

School finishes at 2.00pm for pupils in Primaries 1&2 and 3pm for pupils in P3-7. As the majority of our children travel by bus, P1&2 pupils, from week 3 onwards, can choose to stay in a supervised classroom from 2-3pmThis service costs £1 per day. By the end of September a wide range of after-school clubs are available between 2.00-3.00pm for P1&2 and 3-4pm for P3-7 children. After school clubs cost £3 per day. School finishes at 3.00pm for pupils in Primaries 3-7.

# **ATTENDANCE**

# Attendance is recorded on computer using the SIMS.net system. All children should attend school for the 190 days which the law requires. If children are absent from school due to illness or any other reason, parents should inform the school on the first day of absence either by phone call or email, as all absences have to be coded according to DENI guidelines.

**SCHOOL TERM AND HOLIDAY DATES 2023 – 2024\***

**\***Parents will be notified of all school closures for the school year in September.

**ADMISSION ARRANGEMENTS**

The current Policy is to admit children who have reached compulsory school age, i.e. those children whose 4th birthday falls on or before the 1st July, into the P1 class on the first day of the autumn term. Details of other admissions can be had by contacting the Principal.

Parents considering sending their children to St Michael’s Primary School are invited, along with their child, to attend an open day session at the school to see the school in action and to talk to the Principal and teachers. Once applications for admission in the coming school year are announced by the Education Authority (EA). Applications are made on-line through the EA website. Information is also available on the school website.

# **ADMISSIONS CRITERIA – YEAR 1 NEEDS CHANGED**

The Board of Governors has decided that the following criteria shall be applied, in the event of the number of places in Year 1 being greater than the admissions number, in order set down below. In selecting children for admission, children resident in Northern Ireland at the time of their proposed admission will be selected for admission to the school before any child not so resident.

Within each criterion priority will be given to those pupils regarded by the Board of Governors, on the basis of supporting written evidence provided by parents/guardians and/or statutory agencies, as having special circumstances e.g. medical, social or security factors.

Children of compulsory school age:

1. who normally reside in the Parishes of Donagheady and Leckpatrick.
2. who have siblings (as defined by DENI Circular 2016/17 Open Enrolment in Primary Schools) presently enrolled in the school.
3. from other areas.

Selection within any criteria, in the event of over-subscription, will be made using the random selection of letters tie breaker as listed below. The initial letter of the surname as per birth certificate will be used.

**V O’ H W Z U L Y B M N Mac G P X S K Mc D E J T O F A I Q R C**

The order was determined by a randomised selection of letters. In the event of surnames being with the same letter, the subsequent letters of the surnames will be used in alphabetical order. In the event of two identical surnames, the alphabetical order of the initials of the forenames as per birth certificate will be used. **NOTE:** Children includes step-sons or step-daughters.

**DUTY TO VERIFY**

The Board of Governors reserves the right to require such supplementary evidence\* as it may determine to support or verify information on any applicant’s Application.

Documentation submitted in support of your application should be provided directly to the school of first preference. Birth certificates continue to be required for all applicants and should also be provided directly to the first preference school.

If the requested evidence is not provided to the Board of Governors by the deadline given, this will result in the withdrawal of an offer of a place. Similarly, if information is supplied which appears to be false or misleading in any material way the offer of a place will be withdrawn.

\*Verifying documents for supplementary evidence - All applications should provide any two of the following four documents:

* A bank or building society statement which shows the address at which the child is resident;
* A utility bill (for instance electricity, gas, television license, telephone) which shows the address at which the child is resident;
* A letter awarding Child Benefit to the child or another letter relating to this benefit;
* The child’s Medical Card.

**WAITING LIST POLICY**

The school does not operate a Waiting List Policy.

# **YEAR 1 ADMISSIONS – AFTER THE BEGINNING OF THE SCHOOL YEAR**

If a place(s) become available after 30th June 2023 and there are more applicants than places, then selection of pupils will be made on the application of the Year 1 Admissions Criteria to those pupils seeking admission at the time the place(s) become available.

# **ADMISSIONS CRITERIA – YEARS 2-7**

The criteria for admission into Years 2-7 will be applied in the order set down below.

1. A pupil will be considered for enrolment, provided that the school will not exceed its enrolment number as determined by Department of Education.
2. A pupil may be accepted provided that this would not cause a class size in any year to exceed 28.
3. Pupils will be accepted in order of application.

If over subscribing occurs the following will apply:

1. Preference will be given to children living in the Parishes of Leckpatrick and Donagheady.
2. Children would be accepted in order of age, P2 being given preference before P3, P4, etc.

# **GENERAL AIMS OF THE SCHOOL**

1. To ensure children learn, and achieve their full potential in a stimulating and challenging learning environment.

2. To nurture and safeguard the children in our care.

1. To provide a broad and balanced curriculum in accordance with the requirements of the Northern Ireland Curriculum.
2. To help our children learn and grow in a Christ-centred environment that values and respects others.
3. To model Jesus’ example in our lives every day.
4. To encourage children to reflect Catholic values, beliefs and attitudes in their lives every day.
5. To encourage parents to participate fully in the life of the school and the education of their children.
6. To enable children to develop self-confidence and self-esteem.
7. To enable children so that they will be able to contribute positively to society.
8. To encourage self-discipline, through use of strategies that promote respect for self and others.
9. To help children develop an understanding of their own culture and tradition and foster tolerance by promoting respect and understanding for others.
10. To develop children’s awareness and respect for their local rural environment and wider environments and the effect their actions can have on both.

# **CURRICULUM**

The Northern Ireland Curriculum is implemented throughout the school. There are three stages in the primary years:

* Foundation: Years 1 and 2
* Key Stage 1: Years 3 and 4
* Key Stage 2: Years 5, 6 and 7.

The Primary Areas of Learning within the curriculum are:

* Language and Literacy
* Mathematics and Numeracy
* The Arts
* The World Around Us
* Religious Education
* Personal Development and Mutual Understanding (PDMU)
* Relationships and Sexuality Education has become a **compulsory** part of the primary school curriculum, beginning in Primary 2 through to Primary 7. The school introduced this area into the curriculum during this school year (2022-2023).

The Curriculum places emphasis on a practical and skills-based way of learning. It aims to develop the young person as an individual, as a contributor to society and a contributor to the economy and the environment. It promotes whole curriculum skills and capabilities such as being creative, thinking, problem-solving and decision-making as well as fostering attitudes and dispositions such as self-confidence, openness to new ideas and respect.

The school uses cross-curricular links, ICT and prior pupil knowledge to enhance learning.

Teachers continue to undergo training to remain current in their ideas and teaching methods. As an experienced staff, we will continue to provide a broad and balanced education, and to incorporate new training into our teaching.

# **RELIGIOUS EDUCATION**

Religion is an important element of the school’s life, and is part of the core curriculum for a Catholic School, committed to the aims, values and teachings of the Catholic Faith and Christ-centered education. The teaching of RE is based on the ‘Grow in Love’ programme produced by Veritas. Children are prepared for the Sacraments of Penance, Eucharist and Confirmation in the relevant age range. Instruction is given regularly by our Parish Priest, Fr E. McDevitt.

The school, along with the Parish Pastoral Council, has introduced the ‘Do This in Memory’ programme for primary four pupils as part of preparation for the Sacraments of Reconciliation and First Communion.

# **RSE**

Relationships and Sexuality Education has become a **compulsory** part of the primary school curriculum, beginning in Primary 2 through to Primary 7. The Governors and staff believed that with the support of parents, it was time for us to introduce the programme into St Michael’s PS. We chose a programme that has been adopted by many Catholic schools in our area. It has already been used in many schools for a number of years. The programme has been designed so that all content will be age appropriate and all instruction will be set within the Catholic ethos of our school. A copy of the RSE policy is available on the school website. Further information regarding the programme is available on request.

**Parents may choose to have their child opt out of the lessons if they do not wish for their child to participate in the units of work as described.** Your child will be placed in another class with appropriate work. Your decision will be treated with respect and your child’s time in another class will be positive. However, on return to class your child may enquire of other pupils what had been taught and they may find out that way.

# **HOMEWORK**

A Homework Diary is used as a means of communication between home and school. Pupils will use it increasingly as they move up the school to record homework and some minor home/school messages and reminders e.g., *bring PE gear*. It can be used by both the teacher and the parent to pass on information e.g., *a sick note, a forgotten homework, a doctor’s appointment.*

The school sets daily homework for each child. Homework is considered by the school to be constructive and purposeful because:

1. It reinforces areas of learning that are covered in the classroom;
2. It helps children to become independent learners by instilling self-discipline and establishing good practice in working on their own initiative. These are vital skills for later life when self-reliance and the ability to work on one’s own are paramount;
3. The homework exercises act as a daily mechanism of communication between home and school and as a means for parents to monitor children’s progress.

Teachers will strive to set homework which is:

1. Varied and challenging;
2. Pitched appropriately at the children in terms of ability and time required to complete it;
3. Relevant to class work;
4. In P6/7 children will be given extension work to that currently being taught in class; and
5. In P6/7 children will occasionally be set tasks whereby a certain degree of research has to be undertaken.

No directed homework is given to pupils at the weekend. The school values parental support and encouragement for all homework tasks and ask that children’s homework is signed by a parent. Children are encouraged to take books home to read and we would encourage parents to read with their children and to discuss their books with them. We use ‘Accelerated Reading’ to promote reading and foster a love of books amongst all children in the school.

**SPECIAL EDUCATIONAL NEEDS PROVISION (SEN)**

Care is taken at all times to match the curricular provision for all children to their particular stage of development and to take account of any particular difficulties or special talents which they show. Where provision beyond that which can be given by the class teacher is required, every attempt will be made to provide this by other staff in the school, or by other outside agencies where necessary. A copy of the school’s current Special Educational Needs (SEN) Policy is on the school’s website.

# **PUPIL WELFARE**

All staff work closely together, in consultation with parents, to ensure the welfare of children in the school. Parents are urged to discuss any matters of concern with staff whenever they feel this is advisable. Parents are advised to discuss such matters with the class teacher in the first instance. Often potential problems can be avoided if they are dealt with quickly. The Principal will be pleased to see parents to discuss any matters of concern at any time, although it may be appropriate to make an appointment if a lengthy discussion is needed. A copy of the school’s Safeguarding (Child Protection) Policy is on the school website. Parents should contact the Designated Teacher (Mrs K Carlin) or the Deputy Designated Teacher (Mr S. O’Neill) with any concerns they may have. St. Michael’s is now a member of **Operation Encompass**. Operation Encompass is a police and education early information safeguarding partnership enabling schools to offer immediate support to children experiencing domestic abuse.

Parental consent for intimate care, pupil participation in the various school trips, activities, photographs, social media and internet access is sought at the beginning of P1 which will remain in place until your child leaves in P7. Any changes to parental consent we ask that you inform the school, and we will update our records accordingly. The school’s priority is always to safeguard the children in our care.

Parents are requested to inform the school if their child has any specific, long-term medical needs, so that a plan of care, in association with parental and medical support to meet these needs, may be put in place. In specific cases, prescription medicines will be kept in school. These medicines e.g., *inhalers, epipens*, must be given to the school in the original box with the prescription label on it. These medicines will then be stored in a safe but readily accessible place within the school.

# **ASSESSMENT**

The school uses assessment approaches aimed at helping our children become more independent in their learning, and one aspect, known as Assessment for Learning is aimed at encouraging children to become more aware of their own learning needs, and how under teacher guidance, they can achieve their best. It includes taking opportunities to mark work with children, explain how they could improve small areas of work, and set time aside to allow pupils to make the improvements. These methods are considered as effective teaching and learning strategies.

On-going (formative assessment) occurs on a daily basis in the classroom, based on teacher observation, interactions with pupils, through effective questioning and listening and marking work. It is complemented by class assessments as deemed appropriate by the teacher.

End of year (summative assessment) occurs in the third term and takes the form of ‘standardised tests ’in English, Mathematics and pupil ability/potential. These tests provide an indicator of pupil performance in terms of the pupil performance across Northern Ireland. They are a ‘snapshot’ view of how a pupil is performing on a particular day and as such, assist, but do not replace the ongoing teacher assessment. These tests help the school to track pupil performance and identifying pupil needs.

**HEALTHY EATING in SCHOOL**

The school promotes healthy eating for all pupils. Children can bring water to school to drink during the day. **Please do not replace water with fizzy drinks** or **diluted juice** (even those which say no sugar added). We ask this because such drinks/ juices contain sugar, which will be constantly coating children’s teeth, if they are taking sips throughout the school day. Pupils may bring a healthy break to school, such as f**ruit** or a small **non-sugary snack.** Please also see section under school milk and lunch.

It is quite common for there to be a number of children who have allergies, most often nut allergies within the school. **We ask you not to send nuts or nut related products as part of break or lunch**. We will keep you informed if we have additional specific allergy concerns.

# **MANAGING BEHAVIOUR POSITIVELY**

Good behaviour in the school is fostered by encouraging each child to have a sense of respect for others and their property, based on self-respect and growth of self-discipline. It is an essential element of school life to ensure the safety of all the children. Discipline is based on a positive approach, rewarding and celebrating good behaviour, with praise being given a high priority. The Principal and staff will consult parents in the event of any serious problems that arise.

# **SCHOOL RULES**

Children are expected to behave in a way which shows consideration for others and their property. We expect pupils to treat other children and adults with politeness and kindness and to have a regard for the safety of themselves and / or others. This approach is encompassed by the six ‘Golden Rules’ which is promoted throughout the school:

* We are gentle
* We are kind and helpful
* We listen
* We are honest
* We work hard
* We look after property

**HANDLING COMPLAINTS**

Complaints concerning the curriculum and other matters referred to in Article 33 of the Education Reform (NI) Order 1989, shall be dealt with in accordance with Article 33 and regulations subsequently made by the Department of Education.

At St. Michael’s Primary School, we are committed to listening to our pupils, parents and community. We will use this information, wherever possible to help maintain and improve what we do. We encourage and welcome all comments and views. The process for dealing with complaints (other than Safeguarding or Bullying) within the school is set out in the flow chart in Appendices A, B and C. The full policy for Handling Complaints is available on the website.

Child Protection (Safeguarding) Complaints, by their nature, require that they are dealt with using specific procedures. Details of the process are within the Child Protection Policy.

The process for dealing with a complaint of bullying behaviour is set out in Appendix D.

**SCHOOL MILK and LUNCH**

School milk for break time can be ordered on request from the school office. Milk currently costs 20p per day, payable two months in advance. Please send in money in an envelope clearly marked with your childs/children’s name. School meals currently cost £2.60 per day. We request that dinners are paid for preferably at the start of the week. Please send in money in an envelope clearly marked for school dinner and stating amount of money enclosed. Children not wishing to go to canteen, can bring a packed lunch to school. **Please only include one sweet item as part of lunch** eg a sweet biscuit, a sweet yoghurt (*Muller* with chocolate ‘bits’, custard, jelly, rice). **Please do not include sweets, chocolate or fizzy drinks as part of lunch**.

**SCHOOL UNIFORM**

The school uniform consists of a white polo shirt, green sweatshirt and dark grey trousers/skirt. A green gingham school dress for girls/ dark grey school shorts in summer is also part of the uniform. To prevent the loss of any items of uniform, we encourage all parents to ensure that children’s clothing is labelled with the child’s name. The polo-shirt, trousers/ skirt/ dress/ shorts can be bought at any of the usual outlets. The sweat-shirt is available from O’Neills Sportswear Outlet, Strabane, as is a white polo-shirt with the school crest. The polo-shirt with the crest is not compulsory. Jewellery should not be worn to school. Small stud earrings/ sleeper earrings may be worn.

### PE KIT

The school PE uniform consists of a PE t-shirt and black jogging bottoms; skirts are not appropriate for PE or similar activities. Shorts may be worn as part of the PE uniform during the summer months. If non-uniform shorts are worn for PE, back jogging bottoms/ skirt/ trousers must be worn on return to class.

The school also has a half-zip PE top. Both the PE t-shirt and half zip top are available from O’Neills Sportswear Outlet, Strabane.

### SWIMMING

Older children who go swimming should bring appropriate swimming gear. Girls must wear swimming caps. Aerosols are not permitted as they could be dangerous to pupils with asthma.

### WELLIES

Parents of Primary one and two pupils are asked to buy a pair of wellies for their child/ren at the start of the year. These are kept in school for use in various activities. Again please have your child’s name on these.

**HOME/SCHOOL CONTACT**

Parental contacts with the school are actively encouraged by the teaching staff. Parental support is essential in working with the school for the child’s benefit. The school fosters parental relationships in various ways such as invitations to services in the school, meetings and other events as well as informal contacts at the beginning and end of the school day. More formal contact is made in the parent interviews with the class teacher. These interviews usually take place in October. We also provide a summary of pupil work at the end of the school year, in the form of the Pupil Report. Parents receive this report in June.

The Homework Diary is a useful point of contact for notes/ messages. Parents may contact the class teacher/ principal to discuss a matter. However, this should, as far as is possible, be out of teaching time to keep class disruption to a minimum. Contact should be made in person or by telephone, not via email.

The school sends home a weekly newsletter on Friday of each week, containing important information for parents, which has been received by the school, details of forthcoming school activities and events, and other key details for parents. The school website is also used to provide information for parents. It has a range of information e.g., key events and photographs, dates, policies etc. School letters containing key information will also be posted on the website. The website address is: [**www.stmichaelsps.dunnamanagh.com**](http://www.stmichaelsps.dunnamanagh.com)

The website has a messaging App, which we ask all parents to download so that they can receive important messages e.g., school closure due to bad weather.

**BALLINASCREEN CREDIT UNION**

Ballinascreen Credit Union provides a savings service for pupils, operated through the school. Savings are collected, weekly on a Wednesday. All pupils are welcome to save. Please place savings in an envelope, clearly marked with Credit Union savings, the pupil’s name and the amount of money enclosed. Savings books are kept in the school and are returned to parents at the end of June.

**SCHOOL LIBRARY VAN VISITS**

The Education Authority (EA) provide a library van service to the school. All pupils join the library and are able to borrow books on a fortnightly basis. This is a great service for the school it helps us promote reading for enjoyment.

**CHARITY DONATIONS**

As part of our school ethos, we encourage pupils to think of others. We therefore teach the children throughout the year about charities, and voluntary and mission work across the world e.g., during Lent we focus on the work of Trócaire. We are however, conscious of the demands that are put on families to contribute to charities through the media and many other sources. Therefore, as a school we support only one charitable cause per year, with our main focus on collecting for this charity during Lent. We appreciate there are many good causes out there, but are also aware that we are a small school family with limited resources to call upon in our community.

# **THE FREEDOM OF INFORMATION ACT (2000)**

In accordance with the Freedom of Information Act (2000), the school will undertake to make available information in four broad areas:

1. School Prospectus – information published in the school Prospectus.
2. Governors’ documents – information published in the Governors’ Annual Report and in other governing body documents.
3. Pupils and Curriculum – information about policies that relate to pupils and the school Curriculum.
4. School Policies and other information related to the school – information about policies that relate to the school in general.

The above information will be made available on the school website. Some information which we hold may not be made public, for example personal information.

**GENERAL DATA PROTECTION REGULATION (GDPR)**

GDPR came into effect on 25th May, 2018. St Michael’s PS is the data controller of the personal information we hold about our pupils and their parents/families/carers/legal guardians. This means that we are responsible for deciding how we hold and use the personal information which we collect.

We are required under the General Data Protection Regulation (GDPR) to notify you of the information we hold.

We collect and use pupil information under the Education Act (Northern Ireland) 2014 and other legislation. You may find the specific legislation at https://www.education-ni.gov.uk/department-education-legislation.

The majority of pupil information you provide to us is information which you are legally obliged to provide but some pupil information is provided to us on a voluntary basis. When collecting information from you we will inform you whether you are required to provide certain pupil information to us or if you have a choice in this. More information on GDPR is available on request from the school.

# **CHANGES IN SCHOOL ARRANGEMENTS**

Changes occur from time to time in the staffing and organisation of the school, and parents will be informed of these by letter and/or school website. The summaries in this booklet give the present arrangements with effect from September 2023.

#### Appendix A: Making a complaint about a Teacher (other than the Principal) (*with timescales for responses*)

Discuss the complaint with the **Teacher**.

Implement any agreements.

**Complaint resolved** –

No further action required.

**INFORMAL Stage**

**Step 1**

Speak with the

**Teacher** concerned

(Teacher/Vice-Principal)

Schedule Meeting with Principal to discuss the issue.

Discuss the complaint.

Implement any agreements.

**Complaint resolved** –

No further action required.

**INFORMAL Stage**

**Step 2**

If complaint is unresolved following **Step 1,** contact the **Principal (verbally)** to arrange a meeting

**Principal** to examine complaint

If complaint is from a member of staff or relates to a Child Protection issue it will no longer be dealt with under the Parental Complaints Procedure, but will be dealt with under the relevant Employee Relations Policy or Child Protection Policy.

**Principal** to acknowledge receipt of letter of complaint (**within 10 working days**)

Investigate the complaint.

Implement any agreements/changes.

**Principal** to confirm outcomes in writing (**within 20 working days**)

No further action required.

**FORMAL Stage**

**Step 3**

If complaint is unresolved following **Steps 1** and **2** or procedures are to be initiated at **Step 3**

write to the **Principal**

**FORMAL Stage**

**Step 4**

If complaint remains unresolved following **Steps 1, 2 and 3** write to **Chairperson** **of Board of Governors** for referral to **Complaints**

**Sub-Committee**

**Chairperson** to acknowledge receipt of letter (**within 10 working days**)

Investigate the complaint/meet with complainant.

Implement any agreements/changes.

Confirm outcomes in writing (**within 25 working days**).

No further action required.

**APPEALS PROCESS**

**Step 5**

Written request to **Chairperson**

to have case heard by

**Appeals Sub-Committee**

**of Board of Governors**

**Chairperson** to acknowledge receipt of letter (**within ten working days**)

Meet with complainant (**within 30 working days**

Consider the complaint

Implement any agreements/changes

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

The decision of the Appeals Sub-Committee is final. At the end of the process the Chairperson will inform you, in writing, that the Complaints Procedure has been exhausted and that should you choose you have redress to Northern Ireland Public Services Ombudsman (NIPSO).

#### Appendix B: Making a complaint about a member of the school’s support staff *(with timescales for responses)*

Schedule Meeting with **Principal** to discuss issue.

Discuss the complaint.

Implement any agreements.

**Complaint resolved** –

No further action required.

**INFORMAL Stage**

**Step 1**

Contact the **Principal (verbally)**

to arrange a meeting.

**Principal** to examine complaint

If complaint is from a member of staff or relates to a Child Protection issue it will no longer be dealt with under the Parental Complaints Procedure, but will be dealt with under the relevant Employee Relations Policy or Child Protection Policy.

**Principal** to acknowledge receipt of letter of complaint (**within 10 working days**)

Investigate the complaint.

Implement any agreements/changes.

**Principal** to confirm outcomes in writing (**within 20 working days**)

No further action required.

**FORMAL Stage**

**Step 2**

If complaint is unresolved following **Step 1** or procedures are to be initiated at **Step 2**

write to the **Principal.**

**Chairperson** to acknowledge receipt of letter (**within 10 working days**)

Investigate the complaint/meet with complainant

Implement any agreements/changes

Confirm outcomes in writing (**within 25 working days**)

No further action required.

**FORMAL Stage**

**Step 3**

If complaint remains unresolved following **Steps 1 and 2** write to **Chairperson** **of Board of Governors** for referral to

**Complaints Sub-Committee**

**Chairperson** to acknowledge receipt of letter (**within ten working days**)

Meet with complainant (**within 30 working days**)

Consider the complaint.

Implement any agreements / changes

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

**APPEALS PROCESS**

**Step 4**

Written request to **Chairperson**

to have case heard by

**Appeals Sub-Committee**

**of Board of Governors.**

The decision of the Appeals Sub-Committee is final. At the end of the process the Chairperson will inform you, in writing, that the Complaints Procedure has been exhausted and that should you choose you have redress to Northern Ireland Public Services Ombudsman (NIPSO).

#### Appendix C: Making a complaint about the Principal *(with timescales for responses)*

**Chairperson** to examine complaint

If complaint is from a member of staff or relates to a Child Protection issue it will no longer be dealt with under the Parental Complaints Procedure, but will be dealt with under the relevant Employee Relations Policy or Child Protection Policy.

**Chairperson** to acknowledge receipt of letter (**within 10 working days**)

Investigate the complaint/meet with complainant.

Implement any agreements/changes.

Chairperson to confirm outcomes in writing (**within 25 working days**)

No further action required.

**FORMAL Stage**

**Step 1**

Write to **Chairperson**

**of Board of Governors**

for referral to

**Complaints Sub-Committee**

**Chairperson** to acknowledge receipt of letter (**within 10 working days**)

Meet with complainant (**within 30 working days**).

Consider the complaint.

Implement any agreements/changes.

Confirm outcomes in writing

(**by 40th working day**).

**APPEALS PROCESS**

**Step 2**

Written request to **Chairperson**

to have case heard by

**Appeals Sub-Committee of**

**Board of Governors**

The decision of the Appeals Sub-Committee is final. At the end of the process the Chairperson will inform you, in writing, that the Complaints Procedure has been exhausted and that should you choose you have redress to Northern Ireland Public Services Ombudsman (NIPSO).

**Appendix D: HANDLING BULLYING BEHAVIOUR COMPLAINTS IN ST MICHAEL’S PRIMARY SCHOOL**

**FLOW CHART**

**REPORTING of INCIDENT to CLASS TEACHER**

All reports of bullying concerns will be responded to in line with this policy, and feedback will be made to the person who made the report.

Where the parent is still not satisfied, the concern should be reported to the Board of Governors. The school Complaints Policy should be followed.

Where the parent is not satisfied, the concern should be reported to the Principal.

**BULLYING BEHAVIOUR**

**IDENTIFY INTERVENTION LEVEL**

**Appropriate interventions are selected and implemented for all pupils involved**

**RECORDING of INCIDENT**

**using**

**BULLYING CONCERN ASSESSMENT FORM (BCAF)**

**This form will be used to determine if the alleged bullying behaviour has taken place**

In the first instance, all bullying concerns should be reported to the class teacher.

**NOT BULLYING BEHAVIOUR**

**INCIDENT**

**is dealt with through**

**St Michael’s POSITIVE BEHAVIOUR POLICY**

**TRACK,**

**MONITOR**

**and**

**RECORD**

**EFFECTIVENESS of INTERVENTIONS**

**SELECT and IMPLEMENT**

**FURTHER INTERVENTIONS**

**in line with**

**POSITIVE BEHAVIOUR POLICY,**

**as necessary**

**REVIEW OUTCOME**

**of INTERVENTIONS**