**Balnamore Primary School**



**How a parent can make a complaint**

I have a concern about my/ a child’s safety

I can talk to the **Class Teacher.**

If I am still concerned, I can talk to the Designated Teacher for Child Protection

Mrs S Graham

Or the Deputy Designated Teacher

Miss C Martin

Or the Principal

Mrs A Wilson

If I am still concerned, I can talk/ write to Chair of the Board of Governors

Mr J Devlin

At any time, I can talk to the local Children’s Services Gateway Team at

0300 1234 333

or the PSNI Central Referral Unit at

028 9025 9299

If you have escalated your concern as set out in the above flowchart and are of the view that it has not been addressed satisfactorily, you may revert to the school’s complaints policy. This policy should culminate in the option for you to contact the NI Public Services Ombudsman who has the legislative power to investigate your complaint.