

Comments, Concerns, Compliments and Complaints: a quick guide.

	Academic	Pastoral	Social Media	Administrative
Step 1	Make contact with your child's subject teacher.	Make contact with your child's Form Tutor. If an SEN matter then instead contact SENCO Ms Smith.	Make contact with Mrs M Hill, Teacher in charge of Online Safety	Make contact with Mrs L McCullough, Office Manager
Step 2	The matter will be referred to the Head of Subject. (list below)	The matter will be referred to the Head of Year (list below)	The matter will be referred to your child's Head of Year (list below)	Mrs L McCullough, Office Manager, will inform/involve Mr R Barr, Senior Teacher
Step 3	Senior teacher in charge of Curriculum, Dr Witherow, will be informed/involved	Pastoral Vice-Principal Mrs McKay, will be informed/involved	Pastoral Vice-Principal, Mrs McKay, will be informed/involved	Mr Barr will inform/involve Dr Rainey, Principal
Step 4	Dr Witherow will inform/involve Dr Rainey, Principal	Mrs McKay will inform/involve Dr Rainey, Principal	Mrs McKay will inform/involve Dr Rainey, Principal	

Contact can be via a note in your child's planner, by telephone, 02893322244, or via email info@ballyclarehigh.ballyclare.ni.sch.uk. It would be extremely helpful that you forward as much information as possible about the matter so we might deal with your concern expediently.

Please note: in light of GDPR it will be necessary for school office staff to verify the identity of parents during the initial call. Staff will, as far as possible, respond to your contact within 48 hours, as per school policy.

No parent will be seen without an appointment.

A copy of our Comments, Concerns, Compliments and Complaints Policy is available in your child's planner.

Heads of Year	Heads of Subject	
Year 8 - Mrs J Montgomery	Art Mr P Reid	Mathematics Miss J Dickey
Year 9 Mr C Waring	Biology Mrs N Craig	ICT Mrs N Ward
Year 10 - Mr R Milliken	Business Studies Mr P Leckey	Moving Image Arts Miss L Conlon
Year 11 - Mrs R McClintock	Chemistry Mr J Gerrish	Music Ms D Orr
Year 12 - Mrs J McCluney	Drama Miss A McClelland	Physics Mr V Adamson
Year 13 - Mrs A Kennedy	English Mrs D Johnston	Physical Education Miss V McKinty
Year 14 - Mrs S Kent	Geography Dr A Witherow	Religious Studies Mrs A Watt
	History Mrs S Carlisle	Technology Mr S Black
	Languages Mr A Wilson	