



Complaint Procedure

Rationale The need for this policy arises from:

Section 28, Education Act 1998 - procedures for processing complaints by parents prescribed for all schools under the Act. The class teacher is in Loco Parentis while the children are in school, therefore should any parent need advice, need to clarify a matter, have a problem to discuss or feel they have a grievance they should approach the class teacher to resolve the issue personally and quickly.

Relationship to School Ethos

The school promotes positive home - school contacts and endeavours to enhance the self-esteem of everyone within the school community. The policy contributes towards those ideals.

Aims/Objectives

- To foster fruitful and trusting relationships between school and parents.
- To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure.
- To minimize the opportunity for conflict
- Through affording parents an opportunity to liaise with the class teacher.

Please Note

This policy does not cover:

1. Complaints that are being dealt with through legal channels.
2. Matters of professional competence which come under the remit of the Dept. of Education and Science.
3. Petty complaints which do not relate to the work of a particular teacher.

Stage 1

1.1 A parent/guardian who wishes to make a complaint should, unless there are local arrangements to the contrary, approach the class teacher with a view to resolving the complaint.

1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the Principal with a view to resolving it.

1.3 If the complaint is still unresolved the parent/guardian should raise the matter with the Chairperson of the Board of Management with a view to resolving it.

Stage 2

2.1 If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the Board of Management.

2.2 The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Stage 3

3.1 If the complaint is not resolved informally, the Chairperson should, subject to the general authorisation of the Board and except in those cases where the Chairperson deems the particular authorisation of the Board to be required:

- (a) supply the teacher with a copy of the written complaint; *and*
- (b) arrange a meeting with the teacher and, where applicable, the Principal Teacher with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

Stage 4

4.1 If the complaint is still not resolved the Chairperson should make a formal report to the Board within 10 days of the meeting referred to in 3.1(b).

4.2 If the Board considers that the complaint is not substantiated the teacher and the complainant should be so informed within three days of the Board meeting.

4.3 If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:

(a) the teacher should be informed that the investigation is proceeding to the next stage; (b) the teacher should be supplied with a copy of any written evidence in support of the complaint;

(c) the teacher should be requested to supply a written statement to the Board in response to the complaint;

(d) the teacher should be afforded an opportunity to make a presentation of case to the Board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting;

(e) the board may arrange a meeting with the complainant if it considers such to be required. The complainant would be entitled to be accompanied and assisted by a friend at any such meeting; and

(f) the meeting of the Board of Management referred to in (d) and (e) will take place within 10 days of the meeting referred to in 3.1(b).

Stage 5

5.1 When the Board has completed its investigation, the Chairperson should convey the decision of the Board in writing to the teacher and the complainant within five days of the meeting of the Board.

5.2 The decision of the Board shall be final.

5.3 This Complaints Procedure shall be reviewed after three years.

5.4 CPSMA or INTO may withdraw from this agreement having given the other party three months' notice of intention to do so.

Success Criteria

- Swift and efficient resolution of grievances.
- Parent/Teacher satisfaction.
- Positive school community feedback.
- Reviews of school policies as issues arise.

Signed: Máire Uí Airmhighe	Signed: Michelle Ní Thuama
Chairperson, Board of Management	Principal
Date: February 2021	Date: February 2021