

An Grianán N.S.

Complaints Procedures for Parents

Only those complaints, which are written and signed by parents/guardians, may be investigated formally by the BOM, except where those complaints are deemed by the Board to be:

- I. on matters of professional competence and which are to be referred to the Department of Education;
- II. frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school;
- III. complaints in which either party has recourse to law or to another existing procedure.

Unwritten complaints may be processed informally as set out in Stage 1 of this procedure.

Complaints concerning class teachers/ special ed. Teachers

Stage 1

- a) A parent/guardian who wishes to make a complaint concerning a particular teacher should make an appointment – through the school office or the child's school journal- to meet with the teacher with a view to resolving the complaint.
- b) Where the parent/guardian is unable to resolve the complaint with the teacher he/she should make an appointment to see the Principal with a view to resolving it.
- c) Finally if still unresolved the parent/guardian should raise the matter with the Chairperson of the BOM with a view to resolving it.

Stage 2

- a) 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 BOM
- b) 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

If the complaint is not resolved informally the Chairperson with the sanction of the BOM should

- a) supply the teacher with a copy of the written complaint
- b) arrange a meeting with the teacher and the principal where applicable with a view to resolving the issue within 10 days of receipt of the written complaint.

Stage 4

- a) If the complaint is still not resolved the Chairperson should make a formal report to the BOM within 10 days of the meeting referred to in 3.2(b).
- b) If the Board considers that the complaint is not substantiated the teacher and the complainant should be informed within 3 days of the Board meeting.
- c) If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:-
 - The teacher should be informed that the investigation is proceeding to the next stage;
 - The teacher should be supplied with a copy of any written evidence in support of the complaint
 - The teacher should be asked to supply a written statement to the Board in response to the complaint
 - The teacher should be afforded an opportunity to make a presentation of the case to the Board, the teacher being entitled to be accompanied and assisted by a friend.
 - The Board may arrange a meeting with the complainant if it considers it necessary. The complainant would be entitled to be accompanied and assisted by a friend.
 - 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

- a. 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 5 days of the meeting of the Board.
- b. The decision of the Board shall be final.
- c. The complaints procedure will be reviewed after 3years.

Complaints concerning the Principal

If the complaint concerns the Principal, the parent/guardian should arrange a meeting with the Principal with a view to resolving the issue. The nature of the complaint should be stated when making the appointment.

If the issue remains unresolved procedures from Stage 1(c) through to Stage 5 should be followed except for Stage 3(b) where the meeting shall be arranged with the Principal, the Chairperson of the B.O.M. and a nominated member of the Board.

Ratified by the Board of Management on _____

Signed _____

(Chairman)

Signed: _____

(Principal)

Date of next review _____

