Déanann Dícheall Gaisce

Grievance (Complaints) Procedure for Parents

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the Board of Management. Unwritten complaints, may be processed informally as set out in Stage 1 of this procedure.

Stage 1

1. A parent/guardian who wishes to make a complaint should make an appointment with the class teacher, through the school office, with a view to resolving the complaint. The nature of the complaint should be briefly, but clearly, stated in advance, either verbally or in writing to the teacher. Both parties may request to have another adult with them (member of staff).
   Any parent approaching the Principal with a complaint with be reminded that is more appropriate to discuss and hopefully resolve the issue with the class teacher in the first instance.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher s/he should approach the Principal with a view to resolving it. An appointment should be arranged through the office, briefly, but clearly outlining the nature of the complaint.
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

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

Stage 3

1. If the complaint is not resolved informally, the Chairperson should, subject to the general authorisation of the Board of Management,
   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.

Stage 4

1. If the complaint is still not resolved the Chairperson should make a formal report to the Board of Management
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.
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.

Stage 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 as soon as possible.
2. The decision of the board shall be final.