

REVISED PARENTAL COMPLAINTS PROCEDURE FOR PRIMARY SCHOOLS

The Parental Complaints Procedure helps parents and teachers work together to solve grievances and complaints which can arise, from time to time, in schools. Based on principles of fair procedures, the intention at each stage is to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner, with a view to seeking an early resolution of the issue.

The original procedure has been around since 1993, and it has recently been updated to make improvements. This revised procedure comes into effect on January 1, 2024. Parties to the agreement include the Irish National Teachers' Organisation (INTO), the Catholic Primary Schools Management Association (CPSMA), the General Synod Board of Education of the Church of Ireland, Educate Together, An Fóras Pátrúnachta, Muslim Primary Education Board, and the National Association of Boards of Management in Special Education (NAMBSE).

The overall goal is to make it easier for parents to talk about concerns they have about their child in a fair and clear way. It's all about helping parents and schools work together to solve issues quickly and in the best way possible for all involved

The Board of Management of Barnacogue NS, accepted, implemented and ratified the attached procedure ([appendix 1](#)) without modification on 31st January 2024.

Signed: _____ (Chairperson)

Date: _____