

Parental Complaints Policy

Introduction

This policy was first drafted in 2003. The following is the revised policy drafted by staff to be presented for discussion and ratification at the next meeting of the Board of Management.

Rationale

The need for this policy arises from:

Section 28, Education Act 1998 - procedures for processing complaints from parents prescribed for all schools under the Act.

Relationship to School Ethos

The school promotes positive home - school contacts and endeavors 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.

Please Note this policy does not cover:

- Complaints that are being dealt with through legal channels.
- Matters of professional competence, which comes under the remit of the Department of Education & Science.

In-school Procedures

If a parent has a concern in relation to the social or academic progress of their child, or the performance of a teacher the following steps are to be followed:

1. The parent/guardian meets with the class teacher on appointment. Parents should not contact teachers at home. If the issue is not resolved the class teacher informs the Principal of the nature of the complaint. If the matter remains unresolved the parent/guardian may raise the matter with the chairperson of the Board of Management.
2. If the grievance persists, the parent/guardian may pursue the matter by lodging a complaint in writing with the chairperson of the BOM who will bring the nature of the complaint to the notice of the teacher and seek to resolve the issue.
3. If this process fails, the chairperson will supply the teacher with a copy of the written complaint and arrange a meeting with the teacher concerned and the Principal. This will happen within 10 school days of receipt of the written complaint.

4. If the complaint remains unresolved the chairperson will report formally to the BOM within another 10 school days. If the BOM does not uphold the complaint, both parties will be informed immediately. If the BOM considers the complaint warrants further investigations, the teacher will be informed and supplied with any written evidence in support of the complaint.
5. The teacher will be requested to supply a written statement to the BOM and given an opportunity to make an oral presentation to the Board. The complainant will be offered a similar opportunity. The process should be completed within 10 days of the first meeting between the Chairperson, Principal and Teacher.
6. Within 5 school days, the decision of the BOM which is final and binding is delivered in writing to the teacher and the complainant.

Success Criteria

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

Review

This policy will be reviewed as the need arises.

Implementation

This policy has been in operation since March 2003 and is now revised

Signed

Chairperson

Date