

## **St. Macartan's Central NS**

### **Parental Complaints Policy**

#### **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.

As negotiations are ongoing regarding a specific legal framework for this procedure, this policy is based on procedures previously agreed between the CPSMA and the INTO.

#### **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 Skills.
3. Frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school.

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## 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 must be followed in order :-

1. The parent/guardian meets with the class teacher by 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 Chairman of the B.O.M., who will discuss the issue with the principal and teacher informally.
2. If the grievance persists, the parent/guardian may pursue the matter by lodging a complaint in writing with the Chairperson of the B.O.M. 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 B.O.M. within another 10 school days. If the B.O.M. does not uphold the complaint, both parties will be informed immediately. If the B.O.M. 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 B.O.M. 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 Chairperson, Principal and Teacher.
6. Within 5 school days, the decision of the B.O.M., which is final and binding is delivered in writing to the Teacher and the complainant.

This policy will be reviewed after a 2 year cycle, or when relevant agreements between the Education Partners are updated.

Ratified by Board of Management 23<sup>rd</sup> January 2012.

Signed: Very Rev. Canon R.Munster  
(Chairperson)

Date: 23<sup>rd</sup> January 2012.