

# Parental Complaints Policy For Oola N.S.

## Introduction

This policy was drafted in September 2014 by staff/B.O.M. and ratified by the B.O.M. on 06/10/14.

## Rationale

The need for this policy arises from:-

Section 28, Education Act 1998 – procedures for processing complaints by parents prescribed for all school under the Act.

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

## Please Note

This policy does not cover:-

Complaints that are being dealt with through legal channels

Matters of professional competence, which come under the remit of the Department of Education and Skills

Petty complaints, which do not relate to the work of a particular teacher

## Introduction

Only those complaints about teachers, which are written and signed by parents/guardians of pupils, may be investigated formally by the Board of Management, 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 not in the above categories may be processed informally as set out in Stage 1 of this procedure.

- (iv) The Department of Education and Skills supports the principle that complaints regarding schools should be resolved at school level whenever possible and will only become involved in the investigation of specific complaints after every effort has been made to resolve the matter at local level.

### **Stage 1.**

- 1.1 A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.
- 1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the Principal Teacher with a view to resolving it.
- 1.3 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**

- 2.1 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 Board of Management.
- 2.2 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 within 5 days of receipt of the written complaint.

### **Stage 3**

- 3.1 If the complaint is not resolved informally, the Chairperson should, subject to the general authorisation of the Board and except in those cases where the Chairperson deems the particular authorisation of the Board to be required:
  - (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. Such a meeting should take place within 10 days of receipt of the written complaint.

### **Stage 4**

- 4.1 If the complaint is still not resolved the Chairperson should make a formal report to the Board within 10 days of the meeting referred to in 3.2 (b).
- 4.2 If the Board considers that the complaint is not substantiated the teacher and the complainant should be so informed within 3 days of the Board meeting
- 4.3 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

### **Stage 5**

- 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 within 5 days of the meeting of the Board.
- 5.2 The decision of the Board shall be final.
- 5.3 This Complaints Procedure shall be reviewed after three years.

In this agreement 'days' means school days.  
Section 29 of Education Act

**Success Criteria**

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

Ratified on: \_\_\_\_\_

Signed: \_\_\_\_\_  
Chairperson

\_\_\_\_\_  
Principal