

Parental Complaints Policy

Scoil Fhionáin

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 links and endeavours to facilitate communication 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
- To afford 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 comes under the remit of the Dept. of Education and Skills and Teaching Council.
3. Petty or vexatious complaints which do not relate to the work of a particular teacher.

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. A parent/guardian should firstly raise the matter with class teacher with a view to resolving it and, if unresolved, with the principal teacher. If still unresolved it should be raised with the board of management (BOM) Chairperson through the Principal.

The school should ensure that parents are informed periodically of the policy, particularly in relation to making an appointment to see the teacher. If the complaint is against the school principal, it should be raised firstly with the principal and, if unresolved, with the BOM chairperson.

This step should be followed with any complaint, either verbal or written.

2. If the complaint is unresolved at Stage 1, the complainant should raise the matter in writing with the BOM chairperson who should try and resolve the matter informally within five days. A note should be kept of any meeting and its outcomes which should be agreed with the parties.

3. If the complaint cannot be resolved informally, the chairperson should give the teacher a copy of the written complaint and arrange a meeting within ten days with the teacher and, where applicable, the principal teacher with a view to resolving the complaint.

4. If unresolved, the chairperson should, within a further 10 days, make a formal report to the BOM. If the BOM decides the complaint to be unsubstantiated the teacher and the complainant are informed within three days of the BOM meeting. If the BOM considers the complaint substantiated or warranting further investigation the teacher is informed, supplied with a copy of any written evidence in support of the complaint and asked to supply a written statement to the BOM. The teacher should be given an opportunity to make a presentation to the BOM within ten days and is entitled to be accompanied / assisted by a friend at this meeting, as is the complainant.

5. When the BOM has completed its investigation, the teacher and the complainant should, within five days of the meeting, be informed of the final decision of the BOM including any outcomes and proposed action.

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 after a 3 year cycle.

Date of next review: **October 2016**

Ratified on _____

Signed by Chairperson: _____