

PARENTAL COMPLAINT POLICY

Youghalarra NS

Introduction

This policy was drafted by the Board of Management of the school in consultation with the staff in accordance with Section 28, Education Act 1998. It does not include complaints dealt with through legal channels and matters of professional competence, which come under the remit of the Department of Education and Science. A review of all elements of the policy document will take place as and when necessary.

Policy Rationale

The core of this policy is that parent(s)/guardian(s) have a right to express their views to the relevant authorities in relation to matters of concern to them regarding the education of their children. The policy provides a framework for dealing with parental complaints that is fair to both the complainant and the school.

Aims and Objectives

The aims and objectives of this policy are:

- to develop and maintain a positive home/school relationship based on openness, trust and mutual respect.
- to afford parents/guardians an opportunity to express their concerns within the framework of a defined procedure.
- to minimize incidents of misunderstanding and conflict.

Procedure

The following steps should be undertaken in the case of a complaint by a parent/guardian in relation to a teacher or SNA:

1. The parent/guardian meets with the class teacher or the class teacher and SNA, by appointment. If the issue is not resolved, it is brought to the Principal. If the issue remains unresolved, the parent/guardian may raise the matter with the chairperson of the Board of Management.
2. The parent/guardian may pursue the issue 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 relevant parties and seek to resolve the issue.
3. If this process fails, the chairperson will supply the relevant parties with a copy of the written complaint and arrange a meeting with the teacher or SNA 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 the following 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 or SNA will be informed and supplied with any written evidence in support of the complaint.

5. The teacher or SNA 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. This process should be completed within 10 days of the first meeting between Chairperson, Principal and Teacher or SNA.
6. A decision by the BOM, which is final and binding, is delivered in writing to all the parties involved within 5 school days.
7. A complainant who is unhappy with the investigation/handling of the complaint by the BOM may bring the matter to the attention of the school patron or refer the matter to the Office of the Ombudsman for Children.