

## Complaints Procedure

**This procedure has been drawn up by the education partners; CPSMA, NPC, INTO and Department of Education and Skills.**

1.1 A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint/issue.

1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher, she/he should approach the Principal 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.

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 will 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.

3.1 If the complaint is not resolved informally, the Chairperson will, 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;  
(b) arrange a meeting within ten days of receipt of the written complaint with the teacher and where applicable, the principal teacher with a view to solving the complaint.

4.1 If the complaint cannot be resolved at this meeting, the chairperson will make a formal report to the Board within ten days of the meeting referred to in 3.2(b)

4.2 If the Board considers that the complaint is not substantiated, it will inform the teacher and the complainant within three days of the Board meeting.

4.3 If the Board considers that the complaint is valid or that it warrants further investigation, it will:

- a) inform the teacher that the investigation is proceeding to the next stage
- b) supply the teacher with any written evidence in support of the complaint
- c) request that the teacher supply a written response to the complaint.
- d) afford the teacher an opportunity to present his/her case and inform the teacher that he/she is entitled to have an associate attend the meeting to assist with this presentation.
- e) arrange for the Board to meet with the complainant if it considers that this is necessary and inform him/her that he/she is entitled to have an associate attend the meeting.
- f) arrange to hold this/these meetings within 10 days of the meeting referred to in 3.1(b)

5.1 When the Board has completed its investigation, the Chairperson will convey the decision in writing to the teacher and to the complainant within 5 days of the Board reaching its decision.

5.2 The decision of the Board is final.

Note: 'days' means school days.