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Parental Complaints Procedure Policy

Glenflesk NS, Killarney, Co. Kerry Roll No: 09302o

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:

- on matters of professional competence and which are to be referred to the Department of Education;
- frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school; or
- 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.

Stage One: Formal - Discussion

1.1 Parent / guardian meets teacher: A parent/guardian who wishes to make a complaint in respect of their own child, should, seek an appointment with the teacher concerned with a view to resolving the complaint. Further meetings with the teacher can be convened as appropriate.

1.2 Parent / guardian meets Principal: Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should seek an appointment with the Principal with a view to resolving the complaint. Further meetings can be convened by the Principal as appropriate.

1.3 Parent / guardian meets Chairperson: Where the complaint remains unresolved, the parent/guardian should seek an appointment with the Chairperson of the Board of Management with a view to resolving the complaint. Further meetings can be convened by the Chairperson as appropriate.

Complaint resolved: The complaint may be resolved during this stage.



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Stage Two: Formal - Written (10 days)

2.1 Written complaint sent to chairperson: If the complaint has not been resolved at stage 1, the parent/guardian who wishes to pursue the matter further she/he should submit the complaint in writing to the Chairperson of the Board of Management. This commences stage 2.

2.2 Chairperson provides a copy to the teacher: The chairperson should provide a copy of the written complaint to the teacher against whom the complaint has been made, without delay.

2.3 Chairperson convenes meeting(s): The Chairperson should seek to resolve the complaint between the teacher and the parent / guardian within **10 school days** of the commencement of stage 2.1. This may require one or more meetings to be convened by the Chairperson with the teacher/ parent/guardian and other parties as deemed appropriate by the Chairperson.

Complaint resolved: The complaint may be resolved at this stage.

Stage Three: Formal – Board of Management (20days)

3.1 Chairperson makes a formal report to the Board: If the complaint remains unresolved following stage 2 and the parent/guardian wishes to pursue the matter, they should inform the Chairperson in writing of this fact. The Chairperson should make a formal report to the Board of Management within **10 days** of receipt of this written statement. At this meeting, the Board can decide to proceed to either stage 3.2 or 3.3.

3.2 Complaint concluded: Where the Board considers the complaint, the process may be concluded at this stage, if the board considers that:

- (a) The complaint is frivolous/vexatious;
- (b) The complaint has already been investigated by the board;
- (c) The complaint is more appropriately dealt with through a more relevant DE circular;
- (d) where recourse to law has been initiated.

Where the Board determines the complaint is concluded at this stage, the parent / guardian should be informed within **5 days** of the Board meeting.



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3.3 Proceed to a hearing: where the Board decides to proceed to a hearing, it should proceed as follows:

(a) the teacher should be informed that the investigation is proceeding to a full hearing and the Chairperson must ensure the teacher has been supplied with all documents which are being considered by the Board.

(b) the Board should arrange a meeting with the parent/guardian if it considers such to be required. The parent/guardian is entitled to be accompanied and assisted by a friend at any such meeting.

(c) the teacher should be afforded an opportunity to make a presentation of their case to the Board. The teacher is entitled to be represented by a friend or a union representative, who may be accompanied for the purpose of assistance and note taking.

(d) the teacher should be requested to supply a written statement to the board as the employer in response to the complaint. This written statement will be confidential to the employer and will not be shared with any third party.

(e) the meeting of the Board of Management referred to in 3(b), (c) and (d) will take place within **10 days** of the meeting referred to in 3.1. in so far as possible

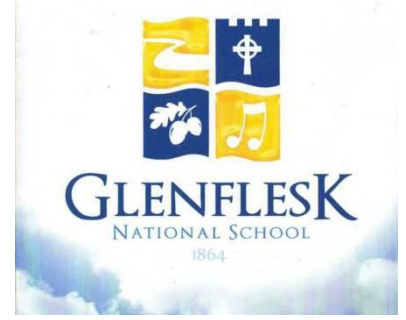
Stage Four: Formal – Decision (5 days)

4.1 Written decision from Chairperson: The Board will consider the complaint and the response provided and will adjudicate on the matter. The Chairperson should convey the decision of the Board in writing to the teacher and the parent / guardian(s) within **5 days** of the meeting held at stage 3.3.

4.2 Complaint concluded: The decision of the Board shall be final.



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Ratification:

This policy was ratified by the Board of Management of Glenflesk N.S. at its meeting held on
Date: _____

Signed: _____ Chairperson, Board of Management

Review: _____