

Complaints Procedure



St Benignus NS, Balscadden

1.0 Introduction

St Benignus NS, Balscadden are committed to fostering positive relations with the parent body. To that end this policy outlines procedures where a complaint can be dealt with effectively with a view to a positive resolution.

2.0 The policy's relationship to the school's mission statement and ethos

St Benignus NS aims at promoting the full and harmonious development of all aspects of the pupil: intellectual, physical, cultural, moral and spiritual, including a living relationship with God and other people. We endeavour to equip each child with the skills and positive self-esteem to empower them to contribute to their community and become lifelong learners. We believe that putting procedures in place to create a positive relationship between teachers and parents/guardians is essential for achieving that goal.

3.0 Complaints Procedure in St Benignus NS

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:

3.1 On matters of professional competence and which are to be referred to the Department of Education and Skills or the Teaching Council.

3.2 Frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school;

3.3 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.

4.0 Stage 1.

4.1 Parent/guardian and teacher meet by appointment to discuss the complaint with a view to resolving it.

4.2 Where the parent/guardian is unable to resolve the complaint with the class teacher a meeting should be arranged with the Principal.

4.3 If the complaint is still unresolved the matter should be raised with the Chairperson of the Board of Management with a view to resolving it.

5.0 Stage 2.

5.1 If the complaint is still unresolved the parent/guardian should lodge the complaint in writing with the Chairperson of the Board of Management.

5.2 The Chairperson will bring the precise nature of the complaint to the notice of the teacher and seek to resolve the matter within 5 days of receipt of written complaint.

6.0 Stage 3.

6.1 If the complaint is not resolved informally the Chairperson subject to the authorisation of the Board will:

(a) Supply the teacher with a copy of the written complaint; *and*

(b) Arrange a meeting with the teacher and the Principal Teacher with a view to resolving the complaint. Such a meeting will take place within 10 days of receipt of written complaint.

7.0 Stage 4.

7.1 If the complaint is still unresolved the Chairperson should make a formal report to the Board within 10 days of the meeting referred to in 6.1 (b).

7.2 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.

7.3 If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:

(a) The teacher will be informed that the investigation is proceeding to the next stage;

(b) The teacher will be supplied with a copy of the written evidence in support of the complaint;

(c) The teacher will be requested to supply a written statement to the Board in response to the complaint.

(d) The teacher will be afforded an opportunity to make a presentation of case to the Board. The teacher may be accompanied by a friend at such a meeting;

- (e) The Board may arrange a meeting with the complainant if it considers such to be required. The complainant may be accompanied by a friend.
- (f) The meeting of the Board referred to in (d) and (e) will take place within 10 days of the meeting referred to in 6.1 (b).

8.0 Stage 5.

8.1 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.

8.2 The decision of the Board shall be final.

8.3 In this agreement 'days' means school days.

9.0 Teaching Council

If a complaint cannot be resolved at school level it may be referred to the Teaching Council.

Reviewed 22/10/2012

Reviewed 13/11/2017

This policy was adopted by the Board of Management on _____ (date)

Signed: _____
Chairperson of the Board of Management

Signed: _____
Principal

Date: _____

Date: _____