

PRIMROSE HILL NATIONAL SCHOOL

Complaints Procedure

Introduction

The Minister of Education, following consultation with patrons of recognised schools, national associations of parents, recognised school management organisations and recognised trade unions and staff associations representing teachers, may from time to time prescribe procedures in accordance with which—

- a. The parent of a student or, in the case of a student who has reached the age of 18 years, the student, may appeal to the Board against a decision of a teacher or other member of staff of a school,
- b. Grievances of students, or their parents, relating to the students' school (other than those which may be dealt with under paragraph (a) of section 29), shall be heard, and
- c. appropriate remedial action shall, where necessary, be taken as a consequence of an appeal or in response to a grievance.

Purpose and Scope

The purpose of this policy is to state the policy and procedure Primrose Hill Primary School adhere to when addressing any problems or concerns that students or their parents may have when interacting with the school. This policy is also intended to safeguard sound student – teacher relations through the prompt reconciliation of issues in a fair and agreed manner.

Procedure

The grievance procedure outlines a 4-stage process that should be followed in progressing a complaint, each stage has a specific timeline which should be adhered to.

Parental Complaints Procedure

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 1 Discussion

- 1.1. A parent/guardian who wishes to make a complaint should, approach the class teacher with a view to resolving the complaint. If the issue is not resolved, then
- 1.2. A parent/ guardian meets with the Principal Teacher with a view to resolving it. If the issue remains unresolved, then
- 1.3. A parent/ guardian should raise the matter with the Chairperson of the Board of Management with a view to resolving it. If the issue continues to remain unresolved then Stage 2 should be invoked.

Stage 2 Written (10 days)

- 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 provides a copy of the complaint to the Teacher
- 2.3 The Chairperson convenes a meeting(s) between the Teacher and the Parent to resolve the matter. If the issue is not resolved, then

Stage 3 Board of Management (20 days)

- 3.1. The Chairperson makes a formal report to the Board of Management
- 3.2 Complaint concluded. The Board of Management decides:
 - a. Complaint is vexatious/ frivolous
 - b. Complaint has already been investigated by the Board of Management
 - c. Complaint should be dealt with through a relevant Circular
 - d. Complaint has been referred to law
- 3.3 Proceed to a Hearing. The complaint should be investigated by the Board of Management.

Stage 4 Decision (5 days)

- 4.1. Written decision of Board of Management communicated to the Parent and the Teacher by the Chairperson.
- 4.2. Complaint concluded as decision of the Board of Management is final.

Confidentiality

All persons associated with the informal and formal procedures should maintain confidentiality and only discuss the grievance with those who have responsibility for dealing with the grievance.

Signed

Signed

Chairperson, Board of Management

School Principal

Nov 2016

Updated: January 2024