Roxboro N.S.

S.N. Ceathrú an Chlochar
1887

Parental Complaints Procedure

Stage 1 Discussion
1.1 Parent meets with Teacher. If the issue is not resolved, then
1.2 Parent meets with Principal. If the issue is not resolved, then
1.3 Parent meets with Chair of BoM. If the issue is not resolved, then

Stage 2 Written (10 Days)
2.1 Written complaint sent to Chair of BoM
2.2 Chair provides copy of complaint to Teacher
2.3 Chair convenes meeting(s) between Teacher and Parent to resolve matter. If the issue is not resolved, then

Stage 3 Board of Management (20 Days)
3.1 Chair makes a formal report to the BoM
3.2 Complaint concluded. BoM decides
a. Complaint is vexatious/frivolous
b. Complaint has already been investigated by the BoM
c. Complaint should be dealt with through a relevant Circular
d. Complaint has been referred to law
3.3 Proceed to a Hearing. Complaint should be investigated by the BoM

Stage 4 Decision (5 Days)
4.1 Written decision of BoM communicated to Parent and Teacher by Chair
4.2 Complaint concluded as decision of BoM is final

This policy was ratified by the Board of Management on January 30th 2024 and will be reviewed again in two years time.

Signed: Kathrina Heneghan (Chairperson) Principal Aisling O'Neill