

Complaints Procedure

Rathlee National School

It is in the interest of pupils, parents and teachers that good relations should exist between home and school. Our teachers are always available to discuss any problems which may arise from time to time. With mutual respect and goodwill, most problems can be resolved readily.

Stage 1:

- 1.1 A parent who wishes to make a complaint in respect of their own child, should follow the agreed procedures that can be viewed on the school website.
- 1.2 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 Where the parent is unable to resolve the complaint with the teacher, they 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 Where the complaint remains unresolved the parent should seek an appointment with the Chairperson of the BOM with a view to resolving the complaint. Further meetings can be convened by the Chairperson as appropriate.

Stage 2:

- 2.1. If the complaint has not been resolved at Stage 1, the parent who wishes to pursue the matter further should submit the complaint, in writing with the Chairperson of the BOM. This commences Stage 2.

- 2.2 The Chairperson should provide a copy of the written complaint to the teacher against whom the complaint has been made, without delay.
- 2.3 The Chairperson should seek to resolve the complaint between the teacher and the parent within 10 school days of the commencement of stage 2. This may require one or more meetings to be convened by the Chairperson with the teacher, parent and other school personnel as deemed appropriate by the Chairperson.

Stage 3:

- 3.1. If the complaint is still not resolved and the parent still 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 When 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
 - d) where recourse to law has been initiated.

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

- 3.3. Where the Board decides to proceed to a hearing it should proceed as follows:

- (a) the teacher should be informed that the complaint 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/legal guardian if it considers such to be required. The parent/legal 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.

4.1 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 within five days of the meeting held at stage 3.3.