

## Scoil Éanna Complaints Procedure

**It is important to note that if you have a complaint about any aspect of your child's education you should firstly speak to your child's teacher. It is often possible to resolve the problem at this level. If you cannot resolve the problem with the class teacher you must use the following complaints procedure.**

This procedure is designed to deal with complaints by parents against teachers. Its purpose is to facilitate the resolution of difficulties in an agreed and fair manner. It lays out in five stages the process to be followed in progressing a complaint and the specific timescale to be followed at each stage.

### Stage 1

1. A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher he/she should approach the Principal with a view to resolving it.
3. If the complaint is still unresolved the parent/guardian should raise the matter with the chairperson of the board of management with a view to resolving it.

### Stage 2

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further he/she should lodge the complaint in writing with the Chairperson of the Board of Management.
2. The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within five days of receipt of the written complaint.

### Stage 3

1. If the complaint is not resolved informally, the Chairperson should:-
  - a) Supply the teacher with a copy of the written complaint, and
  - b) Meet with the teacher and, where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

### Stage 4

1. If the complaint is still not resolved the Chairperson should make a formal report to the Board of Management within 10 days of the meeting referred to in 3 (b).
2. If the Board considers that the complaint is not substantiated the teacher and the complainant should be so informed within three days of the Board meeting.
3. If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:
  - a) The teacher should be informed that the investigation is proceeding to the next stage.
  - b) The teacher should be supplied with a copy of any written evidence in support of the complaint.
  - c) The teacher should be requested to supply a written statement to the board in response to the complaint.
  - d) The teacher should be afforded an opportunity to make a presentation of the case to the Board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting.
  - e) The Board may arrange a meeting with the complainant if it considers such to be required. The complainant would be entitled to be accompanied and assisted by a friend at any such meeting.
  - f) The meeting of the Board of Management referred to in (d) and (e) will take place within 10 days of the meeting referred to in 3(b)

### Stage 5

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.
2. The decision of the Board shall be final.

When this procedure has been completed and a finding has been issued by the Board of Management, all efforts are deemed to be exhausted at local level. At this point the parent may raise the matter with the Teaching Council. The complaint must be put in writing, outlining all communication with the school.

