

Robertstown National School

COMPLAINTS PROCEDURE FOR PARENTS

Robertstown National School

Only those complaints, which are written and signed by parents/guardians, may be investigated formally by the BOM.

Unwritten complaints may be processed informally as set out in Stage 1 of this procedure.

STAGE 1

A. A parent/guardian who wishes to make a complaint should make an appointment through the school office- to meet with class teacher with a view to resolving the complaint. The nature of the complaint should be clearly but briefly stated in advance, either verbally or in writing to the teacher. The class teacher may request another colleague to sit in on this meeting. The parent may also have another person to accompany him/her. Where the parent approaches the principal at this stage he/she will be clearly advised to discuss the issue/concern with class teacher in the first instance.

B. 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. Again, an appointment can be arranged through the school office, briefly stating the nature of the complaint.

C Finally if still unresolved the parent/guardian should raise the matter with the Chairperson of the BOM with a view to resolving it.

STAGE 2

A. 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 BOM

B. 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.

STAGE 3

If the complaint is not resolved informally the Chairperson with the sanction of the BOM should supply the teacher with a copy of the written complaint and arrange a meeting with the teacher and the principal or deputy principal where applicable with a view to resolving the complaint.

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STAGE 4

- A. If the complaint is still not resolved the Chairperson should make a formal report to the BOM.
- B. If the Board considers that the complaint is not substantiated the teacher and the complainant should be informed as soon as possible.
- C. If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:-
 - I. The teacher should be informed that the investigation is proceeding to the next stage;
 - II. The teacher should be supplied with a copy of any written evidence in support of the complaint
 - III. The teacher should be asked to supply a written statement to the Board in response to the complaint
 - IV. The teacher should be afforded an opportunity to make a presentation of the case to the Board. The teacher being entitled to be accompanied and assisted by a friend.
 - V. The Board may arrange a meeting with the complainant if it considers it necessary. The complainant would be entitled to be accompanied and assisted by a friend.

STAGE 5

- A. When the Board has completed its investigation the Chairperson should convey the decision of the Board in writing to the teacher and the complainant as soon as possible.
- B. The decision of the Board shall be final