

## PARENTAL COMPLAINTS PROCEDURE

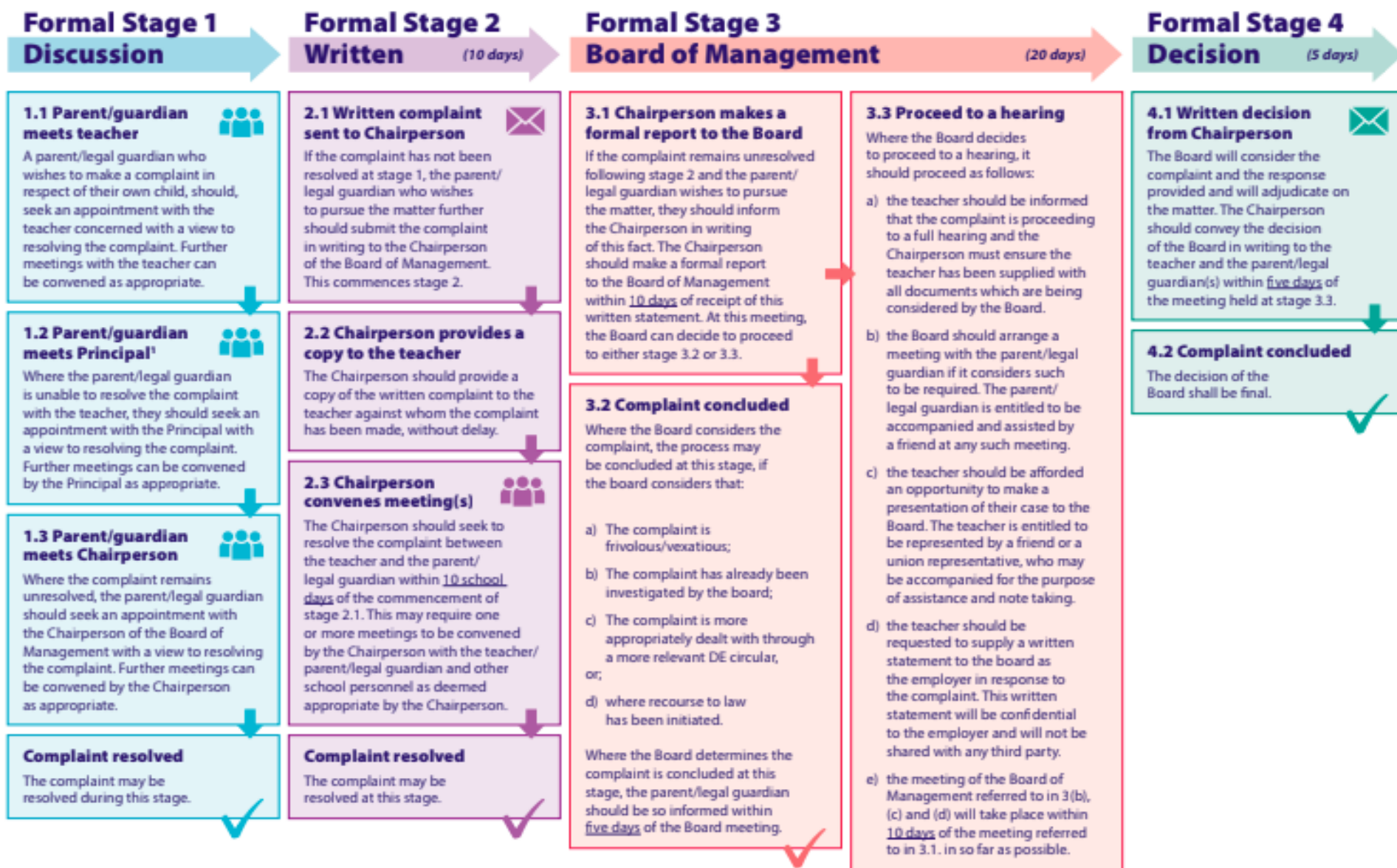
*This procedure should be read alongside the school's Parent Teacher Communication and Dignity and Respect in the Workplace Policies.*

This revised procedure from the Department of Education came into effect on 1<sup>st</sup> January 2024, with agreement from all management bodies. The Parental Complaints Procedure provides parents and teachers with a structured and agreed format with which to seek resolution to grievances and complaints which can arise, from time to time, in schools.

It is designed to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner, with a view to seeking an early resolution of the issue. It allows for parents and legal guardians to engage constructively with schools where a concern arises and to have it addressed at local level in an efficient manner, in the best interests of all parties.

### Procedural Points to Note


- Where a complaint is received about a principal, the process commences at Stage 2
- Where the term written correspondence is used, this refers specifically to a letter or email correspondence from a parent/legal guardian(s).
- Only complaints about a teacher which are written and signed by a parent/legal guardian, and which relate to their own child, will be investigated.
- Where a complaint raised by a parent/legal guardian is deemed by the employer/board of management to relate to the following, this procedure will not apply
  - 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
  - complaints in which either party has recourse to law or to another existing procedure
- In all circumstances, any form of written correspondence for the attention of the Board of Management must be supplied to the Chairperson of the Board of Management only. Any deviation from this could be deemed prejudicial and as acting outside the scope of this agreement.
- Days in this procedure refer specifically to school days. A school day is a day on which the school is in operation. Holiday periods, school closures and leaves of absences are not counted as school days for the purpose of this procedure.
- Group/collective complaints are not provided for and each parent/legal guardian raising a concern will be dealt with separately through this process.



- The procedure is a domestic forum and accordingly, neither management nor the INTO intends that there would be legal representation at any stage.
- Issues should be raised in a timely manner. It is in the best interests of the child that issues are raised to achieve early resolution at the earliest possible stage with the teacher, ideally while the pupil is in that teacher's class.

<b>Passed by Board of Management:</b>	<b>23 April 2024</b>
Reviewed	

**Signed:** *Chairperson of Board of Management*

**Date:**  28/2/2024

**Signed:** *Principal*

**Date:**  28/2/2024

**Date of next review: May 2028**