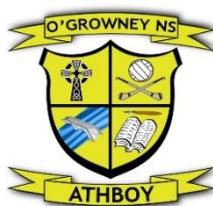


## Policy Document No.24



### O'Growney National School

## Procedures for dealing with complaints by parents against teachers

The Board of Management of O'Growney National School has adopted the INTO/CPSMA Complaints Procedure, which provides a mechanism for dealing fairly with parental complaints against a teacher. The purpose of this procedure is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner.

Only those complaints about teachers, which are written and signed by parents/guardians of pupils, may be investigated formally by the Board of Management, except where those complaints are deemed by the Board to be:

- (i) on matters of professional competence and which are to be referred to the Department of Education;
- (ii) frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school; or
- (iii) complaints in which either party has recourse to law or to another existing procedure.

Unwritten complaints, not in the above categories, 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, approach the class teacher with a view to resolving the complaint.
- b) Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the Principal with a view to resolving it.
- c) If the complaint is still unresolved the parent/guardian should raise the matter with the Chairperson of the Board of Managements 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 a complaint in writing with the Chairperson of the Board of Management.
- b) The Chairperson will 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

If the complaint is not resolved informally, the Chairperson will,

- a) supply the teacher with a copy of the written complaint; and
- b) arrange a meeting with the teacher and, where applicable, the Principal Teacher with a view to resolving the complaint. Such a meeting will take place within ten days of receipt of the written complaint.

### Stage 4

- a) If the complaint is still not resolved the Chairperson will make a formal report to the Board within ten days of the meeting referred to in Stage 3b.
- b) If the Board considers that the complaint is not substantiated the teacher and the complainant will be so informed within three days of the Board meeting.
- c) If the Board considers that the complaint is substantiated or that it warrants further investigation it will proceed as follows:
  - (a) the teacher will 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 case to the Board. The teacher is 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 is entitled to be accompanied and assisted by a friend at any such meeting; and
  - (f) the meeting of the Board of Management referred to in (d) and (e) will take place within ten days of the meeting referred to in 3(b)

### Stage 5

- a) When the Board has completed its investigations, the Chairperson will convey the decision of the Board in writing to the teacher and the complainant within five days of the meeting of the Board.
- b) The decision of the Board is final.
- c) The Complaints Procedure shall be reviewed after three years.

In these procedures “days” means school days.

### **Review and Monitoring:**

This policy has been made available to school personnel and the Parents’ Association and is readily accessible to parents on request. A copy of this policy will be made available to the Department and the patron, if requested. This policy will be monitored and reviewed as necessary.

**Policy ratified by the Board of Management on Monday, 15<sup>th</sup> June,  
2016.**