

Scoil Mhuire  
Ballymore Eustace  
Co. Kildare  
18055B



# Grievance / Complaints Policy & Procedures for Parents & Guardians

## Rationale

The Board of Management of Scoil Mhuire, Ballymore Eustace has adopted the Complaints Procedure, agreed by the teachers' union and management bodies, which provides a mechanism for dealing with parental complaints against a teacher as set out in Section 28 of the Education Act 1998.

## Relationship to School Ethos

The school promotes positive home – school contacts and endeavours to enhance the self-esteem of everyone within the school community. The policy contributes towards those ideals.

## Aims & Objectives

To foster fruitful and trusting relationships between school and parents

To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure

To minimize the opportunity for conflict by providing parents an opportunity to liaise with the class teacher.

## Introduction

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the Board of Management. Unwritten complaints, may be processed informally as set out in Stage 1 of this procedure.

### Stage 1

1. A parent/guardian who wishes to make a complaint should make an appointment with the class teacher, through the school office, with a view to resolving the complaint. The nature of the complaint should be briefly, but clearly, stated in advance, either verbally or in writing to the teacher. Both parties may request to have another adult with them. In the case of the teacher, this would be another member of staff.  
Any parent approaching the Principal with a complaint will be reminded that it is more appropriate to discuss and hopefully resolve the issue with the class teacher in the first instance.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher (s)he should approach the Principal with a view to resolving it. An appointment should be arranged through the office, briefly, but clearly outlining the nature of the complaint.

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. Contact details for the Chairperson of the Board of Management are available upon request from the school office.

If the complaint is about a member of the non-teaching staff, this should be raised with the Principal in the first instance. The nature of the complaint should be briefly, but clearly, stated in advance of any meeting, either verbally or in writing to the Principal. If the complaint is about the Principal, this should also be raised with the Principal initially.

## Stage 2

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further (s)he 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 informally within one week of the receipt of the complaint.

## Stage 3

1. If the complaint is not resolved informally, the Chairperson should, subject to the general authorisation of the Board of Management,
  - a) supply the teacher with a copy of the written complaint; and
  - b) arrange a formal meeting with the teacher and, where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within two weeks 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 two weeks of the meeting referred to at Stage 3 Point 1.
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 case to the board. The teacher would be entitled to be accompanied and assisted by a friend or colleague 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) Any such meeting referred to at points d and e, should take place within one week of the Board meeting referred to at Stage 4 Point 1.

## 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 as soon as possible.
2. During the investigation, the Board of Management reserves the right to seek legal advice.
3. The decision of the board shall be final.

## Success Criteria

- Swift and efficient resolution of grievances
- Parent/Teacher satisfaction
- Positive school community feedback
- Reviews of school policies as issues arise.

## Ratification

The policy was ratified by the Board of Management on 01 March 2021 .

Signed:



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John McCarville  
Chairperson, Board of Management



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Peter Roche  
Principal

Date: 01/03/2021