

# **Holy Family Junior School**



## **Parental Complaints Procedure**

**May 2023**

**Holy Family Junior School promotes an open-door policy for addressing parental concerns and most concerns and complaints are resolved on an informal basis.** However, occasionally an issue cannot be addressed in this way and in these circumstances, you can formally refer the grievance to the Board of Management.

It is the policy of the Board of Management to support the resolution of all complaints, to ensure that parents/guardians of pupils with complaints are dealt with promptly and fairly and that matters will be investigated appropriately.

*The Irish National Teachers' Organisation and the Catholic Primary School Managers' Association reached agreement in 1993 on a procedure for dealing with complaints by parents against teachers. The purpose of the procedure is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner. The agreement 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 teacher with a view to resolving the complaint. **Every effort should be made to resolve the complaint at this stage.**
2. Where the parent/guardian is unable to resolve the complaint with the 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.

### **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 within 5 school days of receipt of the written 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 meeting with the teacher and, where applicable, the Principal Teacher with a view to resolving the complaint. Such a meeting should take place within 10 school 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 school days of the meeting referred to in Stage 3.1(b) above.
2. If the board considers that the complaint is not substantiated, the teacher and the complainant should be so informed within three school 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 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 school days of the meeting referred to in stage 3.1(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 five school days of the meeting of the Board.
2. The decision of the board shall be final.

Signed: \_\_\_\_\_

(Chairperson of Board of Management)

Signed: \_\_\_\_\_

(Principal)

Date:

Date of next review: