

RUSHEEN N.S.

PARENTAL COMPLAINTS POLICY

Introduction

This policy was drawn up by the staff and circulated to the Board of Management and Parents Association for observation and feedback.

Rationale

The INTO and CPSMA reached agreement in 1993 on a procedure for dealing with complaints against teachers. This was reviewed in September 2023 and this policy is reflective of the review. 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.

Relationship to School Ethos

The school promotes positive home - school contacts and endeavors to enhance the self-esteem of everyone within the school community. As our school encourages the involvement of parents, we also have an open and clear system of communication. This policy contributes towards those ideals.

Aims/Objectives

The staff and Board of Management wish to outline in writing clear and transparent procedures for parents who wish to make a complaint of any nature towards a teacher regarding their child's education.

- 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.
- Through affording parents an opportunity to liaise with the class teacher.

Please Note

The procedure is a staged procedure where every effort is made to resolve matters at the earliest possible stage. In most cases, concerns will be dealt with either informally or formally at the earlier stages of the procedure. Where it has not been possible to agree a resolution at the earlier stages, the procedure does allow for the escalation of the matter to the Board of Management. This procedure sets out, in four stages (Attached), the process to be followed in progressing a complaint and the specific timescale to be followed. It is expected the parties will follow each stage in sequence.

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; or
 - 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

Success Criteria

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

Review

This policy will be reviewed after a 3 year cycle.

Ratification

This policy was ratified on the 5th December 2023.



¹Where a complaint is received about a principal the above process commences at Stage 1.2.