



Complaints Procedure

Complaints are infrequent but the school would wish that these would be dealt with informally, fairly and quickly. The following is the agreed complaints procedure to be followed in primary schools.

Stage 1-informal stage

1. A parent/guardian who wishes to make a complaint should, firstly approach the **class staff** with a view to resolving the complaint
2. Where the parent/guardian is unable to resolve the complaint with the class staff he/she should approach the **Principal** with a view to resolving it
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-formal stage

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further, he/she should lodge the complaint in writing with the Chairperson of the Board of Management
2. The Chairperson will bring the precise nature of the written complaint to the notice of the staff and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Stage 3

1. If the complaint is not resolved informally, the Chairperson should, subject to the authorisation of the Board:
 - a. Supply the staff with a copy of the written complaint and
 - b. Arrange a meeting with the staff, and where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 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 within 10 days of the meeting
2. If the Board considers that the complaint is not substantiated, the staff and the complainant should be so informed within 3 days of the Board meeting
3. If the Board considers that the complaint is substantiated or that it warrants further investigation, the following steps should be followed:
 - a. The staff should be supplied with copies of any written evidence in support of the complaint
 - b. He/she should be requested to supply a written response to the complaint to the Board and should be afforded an opportunity to make a presentation to the Board and to be accompanied by another person to that meeting
 - c. The Board may arrange a meeting with the complainant, who may be accompanied by another person to this meeting.

Stage 5

Following the Boards investigations, the Chairperson shall convey the decision of the Board in writing to the staff and the complainant within 5 days of the meeting of the Board. The decision of the Board shall be final.

Signed on behalf of the Board of Management: _____

Marian Canavan (Chairperson)

Date: _____

