

Procedure for Dealing with Parental Complaints

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:

- On matters of professional competence and which are to be referred to the Department of Education & Science.
- 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.

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

Stage 1- (Informal):

Parent/Guardian approaches
Teacher



Parent/Guardian approaches
Principal



Parent/Guardian approaches
Chairperson BOM



Stage 2- (Informal):

Parent/Guardian lodges
complaint in writing to
Chairperson BOM

} Chairperson seeks to
} resolve the matter
} within 5 school days
} of receiving the written
} complaint.



Chairperson speaks to Teacher
re. precise nature of complaint



Lack of Resolution

Stage 3- (Formal):

Chairperson gives Teacher a copy of written complaint



Chairperson arranges meeting with Teacher (and Principal if applicable) to seek resolution

} This meeting must take place within 10 }
} school days of receiving the written }
} complaint.



Lack of Resolution

Stage 4- (Formal):

Chairperson makes formal report to the Board

} Report should be made within 10 }
} days of the stage 3 meeting.



Scenario 1

The Board considers that the complaint is not substantiated



Board informs Parent/Guardian & Teacher of its decision

} All parties to the }
} complaint should be }
} informed of the Boards }
} decision with 3 days of }
} the BOM meeting.



End of Procedure

Stage 4- (Formal):

Scenario 2

The Board considers that the complaint is substantiated



- Teacher is informed that the investigation is proceeding to the next stage
- Teacher is supplied with a copy of any written evidence in support of the complaint
- Teacher is 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.



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.



} BOM Meeting(s) with
} Teacher and Parent
}/Guardian should take
} place within 10 days
} of Stage 3 meeting

Stage 5- (Formal):

Board completes its
investigation

Chairperson conveys the decision of the
Board in writing to the teacher and the
complainant

} This letter must be sent within
} 5 school days of the BOM
} meeting.

The decision of the Board shall be final