[**Parental Complaints Policy**](http://www.crusheenns.com/index.php/en/school-plan/policies/6-parental-complaints-policy)

**Introduction**  
This policy was drafted in November/December 2012 by staff/B.O.M. and ratified by the B.O.M. It is based on the CPSMA agreed procedures on Parental Complaints and will follow that through in all cases.

**Rationale**

The need for this policy arises from:-  
Section 28, Education Act 1998 – procedures for processing complaints by parents prescribed for all schools under the Act.

**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.

**Please Note This policy does not cover:-**

1. Complaints that are being dealt with through legal channels.  
2. Matters of professional competence, which come under the remit of the Dept. of Education and Science.  
3. Petty complaints, which do not relate to the work of a particular teacher.

**In-School Procedures**

1 the parent/guardian meets with the class teacher on appointment. Parents should not contact teachers at home. If the issue is not resolved the class teacher informs the Principal of the nature of the complaint. If the matter remains unresolved the parent/guardian may raise the matter with the chairman of the BOM.

2 if the grievance persists, the parent/guardian may pursue the matter by lodging a complaint in writing with the chairperson of the BOM who will bring the nature of the complaint to the notice of the teacher and seek to resolve the issue.

3 if the process fails, the chairperson will supply the teacher with a cop of the written complaint and arrange a meeting with the teacher concerned and the Principal. This will happen within 10 days of receipt of the written complaint.

4 if the complaint remains unresolved the chairperson will report formally to the BOM within another 10 school days. If the BOM considers the complaint warrants further investigations, the teacher will be informed and supplied with any written evidence in support of the complaint.

5 the teacher will be requested to supply a written statement to the BOM and given an opportunity to make an oral presentation to the Board. The complainant will be offered a similar opportunity. The process should be completed within 10 days of the first meeting between Chairperson, Principal and Teacher.

6 within 5 days, the decision of the BOM which is final and binding is delivered in writing to the Teacher and the complaint. 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.

**Review**

This policy will be reviewed after a 3 year cycle.

**Implementation**

This policy has been in operation since Nov/Dec 2012 and is next due for review in Nov/Dec 2015.