

Complaints Procedure

Gaelscoil na gCeithre Maol



Parent participation and support is a major part in school life and we welcome parents to school and both parents and staff work together for the benefit of our pupils. If a parent has an issue with a teacher, we recommend that they make an appointment to meet with the teacher in the first instance, and the principal thereafter if necessary to discuss the issue.

The Board of Management in Gaelscoil na gCeithre Maol believe in fair play for everyone and the importance of listening to all sides and to respect everyone's views.

Only those complaints which are written and signed by parent/guardians 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 referred to the Department of Education and Skills or the Teaching Council.
- Frivolous or vexatious complaints which do not impinge on the work of the teacher.
- Complaints in which either party has recourse to law or other existing procedure.

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

Stage 1 :

- 1.1 A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.
- 1.2 Where the parent/guardian is unable to resolve the complaint with the teacher, he/she should approach the Principal.
- 1.3 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:

- 2.1 If a complaint is still unresolved, the complaint should be lodged in writing to the Chairperson of the Board of Management.
- 2.2 The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter within 5 days of the receipt of the written complaint.

Stage 3:

- 3.1 If the complaint is not resolved informally, the Chairperson should supply the teacher with a copy of the written complaint and arrange a meeting with the teacher and where applicable the Principal teacher with a view to resolving the complaint.
- 3.2 Such a meeting should take place within 10 days of the receipt of the written complaint.

Stage 4:

- 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 referred to in 3.1 above.

4.2 If the Board considers that the complaint is not substantiated, the teacher and the complainant should be so informed within 3 days of the Board meeting.

4.3 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 the opportunity to make a presentation to the Board. The teacher is 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.
- (f) The meeting of the Board referred to in (d) and (e) will take place within 10 days of the meeting referred to in 3.1 (b).

Stage 5

5.1 When the Board has completed its investigation, the Chairperson should convey the decision of the Board in writing to the teacher and complainant within 5 days of the meeting of the Board.

5.1 The decision of the Board shall be final.

5.2 The maximum period of time is 35 days to the notification of the final decision.

Ratified by the Board of Management in 2017. Reviewed in 2020