

## ENNIS NATIONAL SCHOOL PARENT COMPLAINTS PROCEDURE

It is the policy of the Board of Management to ensure that parents/guardians of pupils with complaints are dealt with promptly and fairly and that matters will be investigated appropriately.

It is the Board's policy to support the resolution of all complaints. The school promotes an open door policy for addressing parental concerns and most concerns and complaints are resolved on an informal basis. However, occasionally an issue cannot be addressed in this way and in these circumstances you can formally refer the grievance to the Board of Management.

### PROCEDURES

The following is the procedure to adhere to when you have a complaint:

#### 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. Every effort should be made to resolve the complaint at this stage.
- 1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the principal with a view to resolving it
- 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 the complaint is still unresolved and the parent/guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the board of management.
- 2.2 The chairperson will bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 school days of receipt of the written complaint.

#### Stage 3

- 3.1 If the complaint is not resolved informally, the chairperson will, subject to the general authorisation of the Board and except in those cases where the chairperson deems the particular authorisation of the Board to be required:
  - (a) supply the teacher with a copy of the written complaint; and
  - (b) arrange a meeting with the teacher and, where applicable, the principal teacher with a view to resolving the complaint\*. Such a meeting should take place within 10 school days or receipt of the written complaint

#### **Stage 4**

- 1.4 If the complaint is still not resolved the chairperson will make a formal report to the Board within 10 school days of the meeting referred to in \* Stage 3.
- 4.2 If the board considers that the complaint is not substantiated the teacher and the complainant should be so informed within 3 school days of the Board meeting.
- 4.3 If the board considers that the complaint is substantiated or that it warrants further investigation it will proceed as follows:
  - (a) The teacher will be informed that the investigation is proceeding to the next stage;
  - (b) The teacher will be supplied with a copy of any written evidence in support of the complaint;
  - (c) The teacher will be requested to supply a written statement to the Board in response to the complaint;
  - (d) The teacher will be afforded any opportunity to make a presentation of case to the Board. The teacher will be 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. The complainant would be entitled to be accompanied and assisted by a friend at any such meeting;
  - (f) The meeting of the board of management referred to in points (d) and (e) will take place within 10 school days of the meeting referred to in Stage 3.

#### **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 the complainant within 5 days of the meetings of the board
- 5.2 The decision of the board shall be final.

The timeframes outlined below may change given the circumstances and on a case by case basis. The school and Board of Management will however endeavour to draw conclusion on all complaint for all parties concerned.