

Holy Angels National School

Clogher,
Claremorris,
Co. Mayo.
F12RC95



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Web: www.holyangelsns.ie
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Parental Complaints Policy & Procedures

Introduction:

The Parental Complaints Procedure provides parents and teachers with a structured and agreed format with which to seek resolution to grievances and complaints which can arise, from time to time, in schools. Based on the principles of fair procedures, the intention at each stage of the procedure is to provide a format for both parties to explore a resolution at the earliest opportunity.

The revised parental complaints procedure agreed by the INTO and the management bodies of primary schools above is designed to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner, with a view to seeking an early resolution of the issue.

The purpose of the revised procedure is for parents and legal guardians to engage constructively with schools where a concern arises and to have it addressed at local level in an efficient manner, in the best interests of all parties.

The revised procedure will come into effect for all parental complaints **from 1 January 2024.**

Policy Rationale:

The parental complaints procedure was revised and agreed by the Irish National Teachers' Organisation and the management bodies of primary schools, the Catholic Primary Schools Management Association, the Church of Ireland, An Foras Pátrúnachta, the Muslim Primary Education Board, Educate Together and the National Association of Boards of Management in Special Education in 2023. It is designed to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner. It is recognised that parents/legal guardians are the primary educators in a child's life and as such from time to time concerns may arise which they may need to engage with the school. It is expected that engagement will be timely,

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courteous and resolution focused to ensure that the important relationship between the parent and school can be preserved and respected. It is expected that all parties concerned will engage proactively.

Procedural Points:

The procedure is a staged procedure where every effort is made to resolve matters at the earliest possible stage. In most cases, concerns will be dealt with either informally or formally at the earlier stages of the procedure. Where it has not been possible to agree a resolution at the earlier stages, the procedure does allow for the escalation of the matter to the Board of Management. This procedure sets out, in four stages, the process to be followed in progressing a complaint and the specific timescale to be followed. It is expected the parties will follow each stage in sequence:

- Where the term written correspondence is used, this refers specifically to a letter or email correspondence from a parent/legal guardian(s).
- Only complaints about a teacher which are written and signed by a parent/legal guardian, and which relate to their own child, will be investigated.
- Where a complaint raised by a parent/legal guardian is deemed by the employer/board of management to relate to the following, this procedure will not apply;
 - matters of professional competence and which are to be referred to the Department of Education;
 - 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.
- In all circumstances, any form of written correspondence for the attention of the Board of Management must be supplied to the Chairperson of the board

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of management only. Any deviation from this could be deemed prejudicial and as acting outside the scope of this agreement.

- Days in this procedure refer specifically to school days. A school day is a day on which the school is in operation. Holiday periods, school closures and leaves of absences are not counted as school days for the purpose of this procedure.
- Group/collective complaints are not provided for and each parent/legal guardian raising a concern will be dealt with separately through this process.
- The procedure is a domestic forum and accordingly, neither management nor the INTO intends that there would be legal representation at any stage.
- Issues should be raised in a timely manner. It is in the best interests of the child that issues are raised to achieve early resolution at the earliest possible stage with the teacher, ideally while the pupil is in that teacher's class. R

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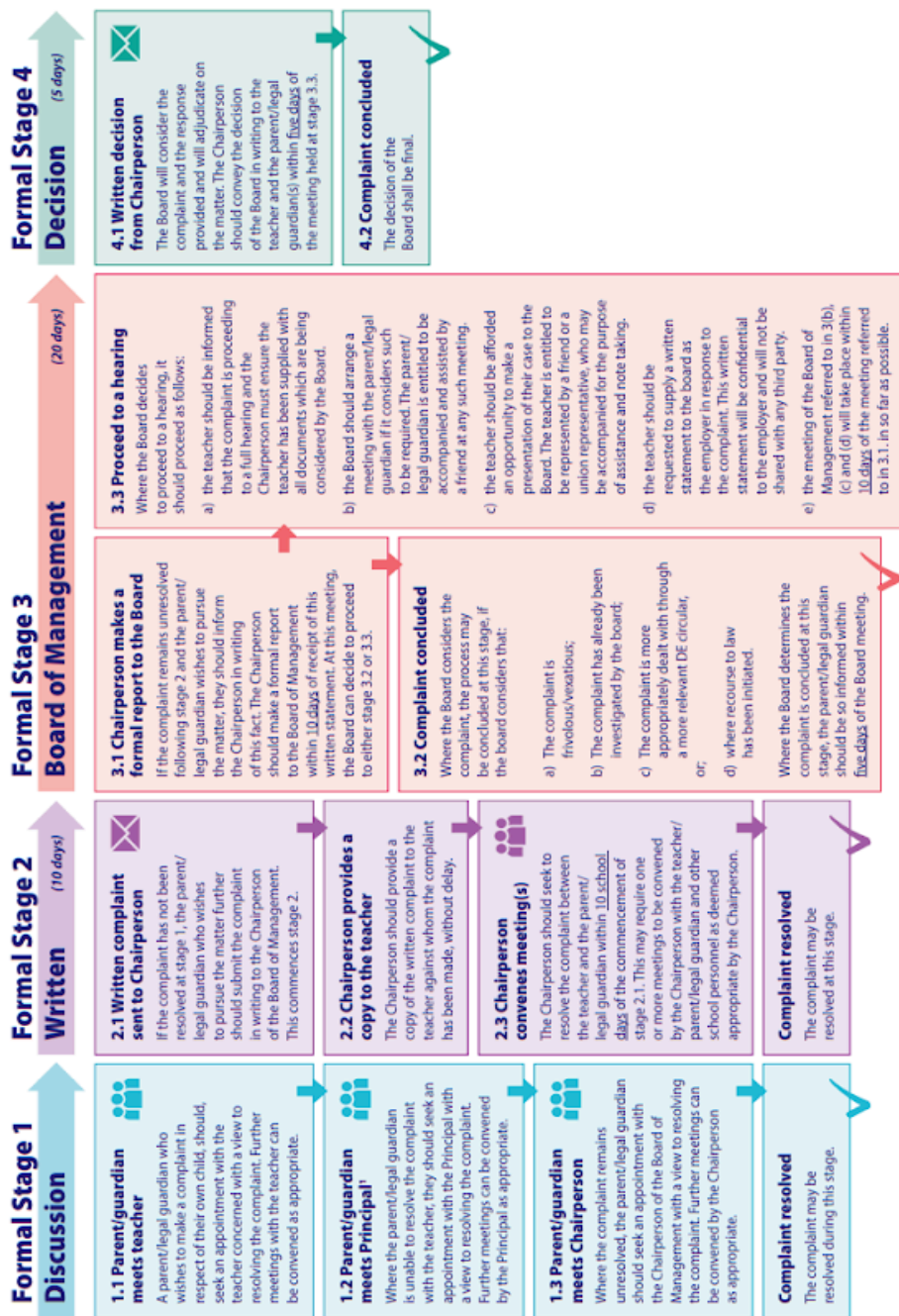
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Complaints Procedures:



Revised Parental Complaints Procedure | 2

Where a complaint is received about a principal the above process commences at Stage 1.2.

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Ratification & Communication:

This policy was ratified by the Board of Management on 06/02/2024.

Review Timetable:

This policy will be reviewed where there are changes made to the agreed procedures for parental complaints. .

Signed: _____
Chairperson, BOM

Signed: _____
Principal, Secretary BOM

Date: _____

Date: _____