

# PARENTAL COMPLAINTS POLICY

## Scoil Mhuire Naofa, Rathfeigh

### Rationale

#### **The need for this policy arises from:**

Section 28, Education Act 1998 – procedures for processing complaints by parents/guardians 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/guardians.
- To afford parents/guardians an opportunity to express opinions/grievances through the framework of a defined procedure.
- To minimize the opportunity for conflict.
- Through affording parents/guardians an opportunity to liaise with the class teacher.

#### **Please Note**

#### **This policy does not cover:**

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

#### **In- School Procedures**

If a parent/guardian has a concern in relation to the social or academic progress of their child, or the performance of a teacher the following steps are to be followed:

#### **Success Criteria**

- Swift and efficient resolution of grievances
- Parent/Guardian/Teacher satisfaction
- Positive school community feedback
- Reviews of school policies as issues arise

#### **Stage 1**

1. A parent/guardian who wishes to make a complaint should, unless there are local arrangements to the contrary, meet with the class teacher on appointment with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher s/he should approach the principal with a view to resolving it. The Principal may decide to call a meeting of all parties concerned with a view to resolving it.
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**

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further s/he should lodge the complaint in writing with the chairperson of the board of management.

2. The chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within five days of receipt of the written complaint.

### **Stage 3**

1. If the complaint is not resolved informally, the chairperson should, 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
  - 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 days of receipt of the written complaint.

### **Stage 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(b).
2. If the board considers that the complaint is not substantiated the teacher and the complainant should be so informed within three days of the board meeting.
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 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
  - 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 (d) and (e) will take place within 10 days of the meeting referred to in 3(b).

### **Stage 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 five days of the meeting of the board.
2. The decision of the board shall be final.
3. The Complaints Procedure shall be reviewed after three years.
4. Primary School Management or INTO may withdraw from this agreement having given the other party three months' notice of intention to do so.
5. In this agreement 'days' means school days.

### **Ratification and Communication**

The Board of Management of Scoil Mhuire Naofa, Rathfeigh School ratified this policy on 29<sup>th</sup> January 2026.



Derrick Monahan  
Chairperson of the Board of Management



Seamus Tansley  
Principal

29<sup>th</sup> January 2026  
Date

29<sup>th</sup> January 2026  
Date

