

Rathgar National School Complaints Procedure

Within our framework for an open and transparent communication policy, should a parent have 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:

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 Chairperson of the Board of Management.
2. If the complaint is unresolved at Stage 1, the complainant should raise the matter in writing with the BOM chairperson who should try and resolve the matter informally within five days. A note should be kept of any meeting and its outcomes which should be agreed with the parties. The INTO advises that a teacher should be given a copy of any written complaint.
3. If the complaint cannot be resolved informally, the chairperson should give the teacher a copy of the written complaint and arrange a meeting within ten days with the teacher and, where applicable, the principal teacher with a view to resolving the complaint. Stage 1 – 3 should be completed in advance of the BOM having sight of the details of the complaint.
4. If the complaint remains unresolved, the Chairperson will report formally to the Board of Management within another 10 school days. If the Board of Management does not uphold the complaint, both parties will be informed immediately. If the Board of Management 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 Board of Management 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 school days, the decision of the Board of Management which is final and binding is delivered in writing to the Teacher and the complainant.

Success Criteria.

Swift and efficient resolution of grievances.

Parent/Teacher satisfaction

Positive school community feedback

Reviews of school policies as issues arise.

Policy ratified by _____ on _____

Policy review annually in November