

COMPLAINTS PROCEDURE AND APPEALS PROCEDURE IN CASTLETOWN PRIMARY SCHOOL

It is in the interests of the pupils, parents and teachers that good relations should exist between home and school. The teachers of Castletown Primary School are willing to discuss any problems which may arise from time to time. With mutual respect and goodwill most problems can be resolved readily. This is best achieved by a quiet discussion with the teacher.

It is important to understand that the subject matter (what is taught) is laid down by the Department of Education and Science and the teacher must follow their regulations. The teacher is responsible for the way in which it is taught and will use his/her creative skill and expertise to teach the subject matter in question. The Board of Management is responsible for the day to day running of the school but usually does not have a role in the subject matter to be taught and has no expertise in the way in which it is taught.

It should be assumed that most difficulties are due to a misunderstanding and therefore can be resolved by discussion. Such discussion is best conducted in a calm atmosphere between parent(s) and teacher. The child should not be present at this discussion.

Unwritten complaints, may be processed informally as set out in Stage 1 of this procedure.

Stage 1

1. A parent/guardian who wishes to make a complaint should, unless there are local arrangements to the contrary, approach the class teacher 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.
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:

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- 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 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;
 - c) 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;
 - d) 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; and
 - e) 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).

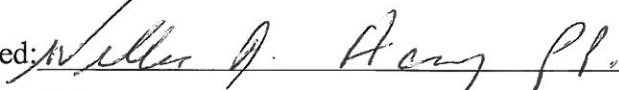
Stage 5

- 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.
- In this agreement 'days' means school days.

The above procedures have been agreed upon by all the partners in education. This policy will be reviewed every two years and will be altered to comply with any changes which follow the review process by the partners in education as stated above.(Stage 5: 3 and 4)

We the Board of Management of Castletown Primary School will adhere to these procedures.

Ratified on: 19th June 2019

Signed: 
Chairperson of Board of Management