



Clonroche, Enniscorthy, Co. Wexford Y21PY59
info@clonrochens.ie | 053 92 44441

Principal:
John Ryan

Chairperson:
Brídín Murphy

Parental Complaints Procedure

Rationale:

The Board of Management of St. Aidan's National School, Clonroche has adopted the Complaints Procedure, agreed by the teachers' union and management bodies, which provides a mechanism for dealing with parental complaints against a teacher as set out in Section 28 of the Education Act 1998.

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
- To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure
- To minimize the opportunity for conflict by providing parents an opportunity to liaise with the class teacher.

Introduction:

Only those complaints about teachers that are written and signed by parents/guardians of pupils may be investigated formally by the Board of Management, except where those complaints are deemed by the Board to be:

- matters of professional competence which are to be referred to the Department of Education & Science
- frivolous or vexatious and which do not impinge on the work of a teacher in a school
- complaints in which either party has recourse to law or to another existing procedure

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

Stage 1



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- 1.1 Parent/guardian meets teacher: A parent/legal guardian who wishes to make a complaint in respect of their own child, should, seek an appointment with the teacher concerned with a view to resolving the complaint. Further meetings with the teacher can be convened as appropriate.
- 1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher, they should approach the Principal Teacher 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 they should lodge the complaint in writing with the Chairperson of the Board of Management.
- 2.2 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 5 days of receipt of the written complaint.
- 2.3 Chairperson convenes meeting(s) The Chairperson should seek to resolve the complaint between the teacher and the parent/ legal guardian within 10 school days of the commencement of stage 2.1. This may require one or more meetings to be convened by the Chairperson with the teacher/ parent/legal guardian and other school personnel as deemed appropriate by the Chairperson.

Stage 3

- 3.1 Chairperson makes a formal report to the Board If the complaint remains unresolved following stage 2 and the parent/ legal guardian wishes to pursue the matter, they should inform the Chairperson in writing of this fact. The Chairperson should make a formal report to the Board of Management within 10 days of receipt of this written statement. At this meeting, the Board can decide to proceed to either stage 3.2 or 3.3.
- 3.2 Complaint concluded Where the Board considers the complaint, the process may be concluded at this stage, if the board considers that:



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- a) The complaint is frivolous/vexatious;
 - b) The complaint has already been investigated by the board;
 - c) The complaint is more appropriately dealt with through a more relevant DE circular, or;
 - d) where recourse to law has been initiated. Where the Board determines the complaint is concluded at this stage, the parent/legal guardian should be so informed within five days of the Board meeting
- 3.3 Proceed to a hearing Where the Board decides to proceed to a hearing, it should proceed as follows:
 - a) the teacher should be informed that the complaint is proceeding to a full hearing and the Chairperson must ensure the teacher has been supplied with all documents which are being considered by the Board.
 - b) the Board should arrange a meeting with the parent/legal guardian if it considers such to be required. The parent/ legal guardian is entitled to be accompanied and assisted by a friend at any such meeting.
 - c) the teacher should be afforded an opportunity to make a presentation of their case to the Board. The teacher is entitled to be represented by a friend or a union representative, who may be accompanied for the purpose of assistance and note taking.
 - d) the teacher should be requested to supply a written statement to the board as the employer in response to the complaint. This written statement will be confidential to the employer and will not be shared with any third party.
 - e) the meeting of the Board of Management referred to in 3(b), (c) and (d) will take place within 10 days of the meeting referred to in 3.1. in so far as possible

Stage 4

- 4.1 Written decision from Chairperson The Board will consider the complaint and the response provided and will adjudicate on the matter. The Chairperson should convey the decision of the Board in writing to the teacher and the parent/legal guardian(s) within five days of the meeting held at stage 3.3.
- 4.2 Complaint concluded.

The decision of the Board shall be final.

In this policy 'days' means school days.



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Success Criteria:

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

Ratification and Review

This policy was ratified by the Board of Management of Clonroche National School in March 2025.


Principal


Chairperson

21st September 2026____
Date

Reviewed September 2026
Next Review: September 2027