

THE BOARD OF MANAGEMENT
St. Attracta's Junior National School
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— *Tús Maith* —

COMPLAINTS PROCEDURE
(Parents/Guardians)

MISSION STATEMENT

“St. Attracta’s Junior National School has a Catholic ethos inclusive of pupils of different persuasions whose religious outlook is respected.

Acknowledging that parents are the primary educators, we are inspired by a shared vision of excellence and we espouse a partnership approach.

While we value high academic achievement, the social, personal and moral development of our pupils is of primary importance and we view the school as a learning organisation which is open to change and innovation while cherishing the best educational, cultural and religious traditions of our society.”

INTRODUCTION

In keeping with our mission statement and ethos, St. Attracta’s Junior School aims to create a school community which is welcoming, safe, respectful and inclusive of all its members.

We believe that putting procedures in place to create a positive relationship between teachers and parents/guardians is essential for achieving that goal. To that end this policy outlines procedures where a complaint can be dealt with effectively with a view to a positive resolution.

The Board of Management (BOM) of St. Attracta’s Junior National School has adopted the INTO/CPSMA Revised Parental Complaints Procedure (2023), which provides a mechanism for dealing fairly with parental complaints against a teacher. The purpose of this procedure is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner. The agreement lays out in four stages the process to be followed in progressing a complaint and the specific timescale to be followed at each stage (Appendix 1).

https://mcusercontent.com/678cc95a0cae678dbaa86b177/files/24e2984d-15a1-c94a-95d0-5ea83a08c791/Parental_Complaints_Procedure_final.pdf

This policy reviews the Complaints Procedure initially adopted by the BOM of St. Attractas JNS on 13th January 2015.

INTO/CPMSA COMPLAINTS PROCEDURE GUIDELINES FOR PRIMARY SCHOOLS

The parental complaints procedure was revised and agreed by The Irish National Teachers' Organisation and the Catholic Primary School Managers' Association 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 on a procedure for dealing with complaints by parents against teachers. The purpose of the procedure is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner.

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 are dealt with informally or formally at the earlier stages of the procedure. Where it has not been possible to agree to a resolution at the earlier stages, the procedure does allow for escalation of the matter to the Board of Management. This procedure sets out, in four stages (Appendix 1) the process to be followed in progressing a complaint and the specific timescale to be followed. It is expected that 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*
- *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 complain 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 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 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.*

Details of the four staged process as outlined below, are fully explained in Appendix 1

Formal Stage 1 Discussion	Formal Stage 2 Written (10 days)	Formal Stage 3) BOM (20 days)	Formal Stage 4 Decision (5 days)
1.1 Parent/guardian Meets teacher	2.1 Written complaint sent to Chairperson	3.1 Chairperson makes a formal report to the Board	4.1 Written decision from Chairperson
1.2 Parent/guardian meets principal*	2.2 Chairperson provides a copy to teacher	3.2 Complaint concluded <u>or</u>	4.2 Complaint concluded
1.3 Parent/guardian meets Chairperson	2.3 Chairperson convenes meeting (s)	3.3 Proceed to a hearing	
Complaint resolved	2.4 Complaint resolved		

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

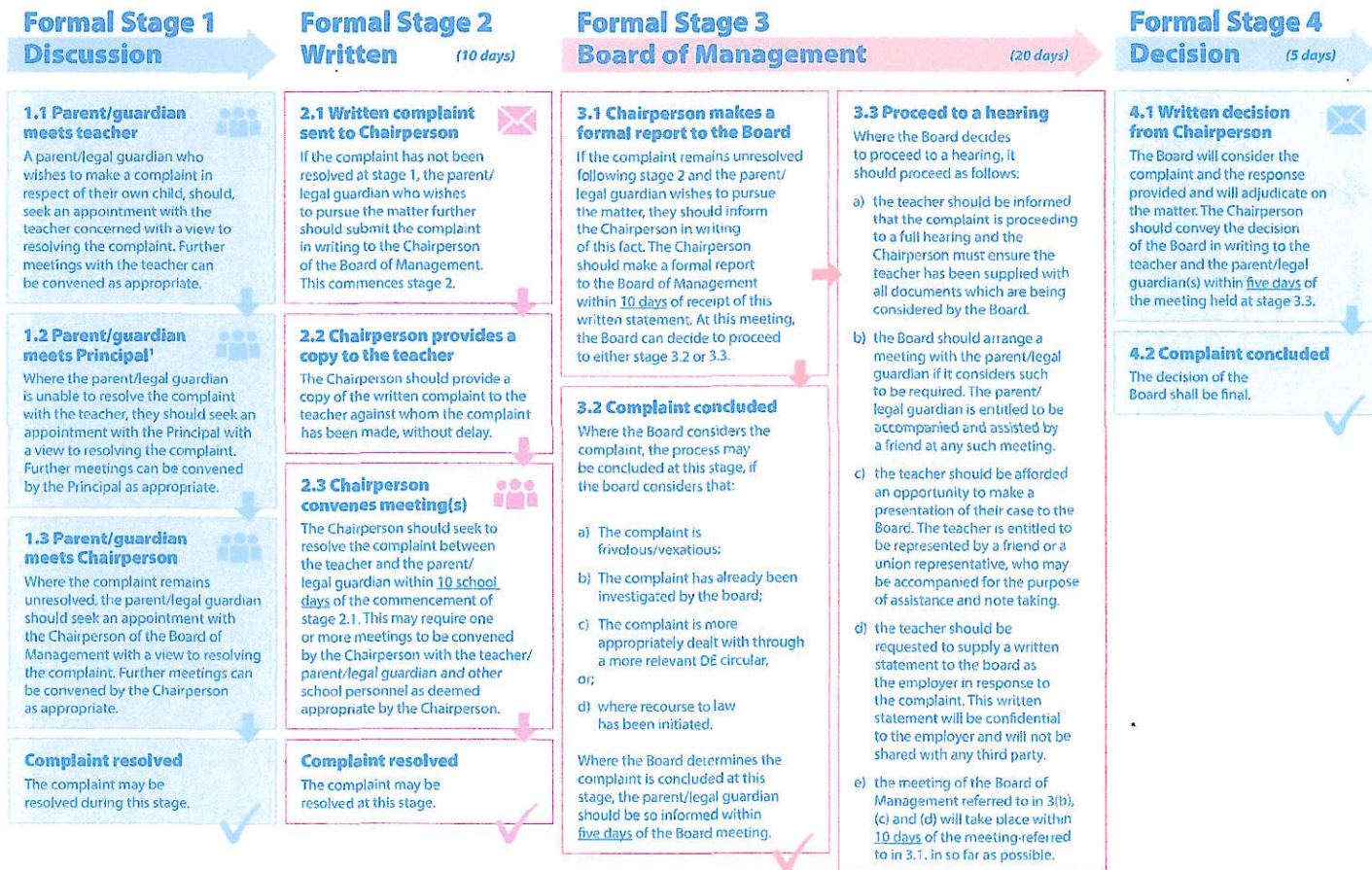
This policy which is effective from 1st January 2024 was ratified by the Board of Management at a meeting on 6th February 2024. It will be available on the school website stattractasjns.ie and will be distributed to all parents upon the enrolment of a child in St. Attractas JNS.

Signed:

_____,
John Mc Donnell, Chairperson

_____,
Thomas Neary, (Principal)

APPENDIX 1



¹Where a complaint is received about a principal the above process commences at Stage 1.2.