

CPSMA INTO Agreed Parental Complaints

Procedure:

Boards are advised that this procedure is currently subject to review. Boards should check with CPSMA office and/or www.cpsma.ie for updates and advice as to how to proceed to deal with such complaints.

PARENTAL COMPLAINTS PROCEDURE

Introduction

Only those complaints about teachers which 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:

- I. on matters of professional competence and which are to be referred to the Department of Education;
- II. frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school;
- III. 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

- 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.

- 1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher she/he 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 she/he 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.

Stage 3

- 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; 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.

