



Saint Catherine's National School

Ballyhack, Arthurstown, New Ross, Co. Wexford.

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Parental Complaints Policy

Name of School: St Catherine's National School

Address: Ballyhack, Arthurstown, New Ross, Co. Wexford.

Telephone No.: (051) 389368

Type: Diocesan mixed national school, under the patronage of the Bishop and funded by the Department of Education

Enrolment: 66 pupils (2023/2024)

Description: Currently comprising of 3 class teachers, 1 Special Education teacher and 1 EAL teacher

Introduction

This policy was drafted in January 2007 by the Staff of St Catherine's National School. This policy has been amended in May 2008. It was reviewed in 2009 and again in October 2014. Reviewed in March 2019 and March 2024.

Rationale

The need for this policy arises from:-

Section 28, Education Act 1998 – procedures for processing complaints by parents prescribed for all schools under the Act.

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 maximise the opportunity to liaise with the class teacher.

This policy does not cover:-

- Complaints that are being dealt with through legal channels.

In School Procedures

If a parent has 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 must contact the relevant staff member to arrange a mutually convenient time to meet. The reason for such a meeting must be stated at this time. It is not feasible for parents to arrive at the school and expect to meet with a staff member, without prior appointment. At all times, parents and staff members may choose to invite a third party to attend these meetings, solely in the role of an observer. Staff members will not deal with complaints via the telephone.
2. 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. The Principal arranges to meet with the teacher and parents to resolve the issue at a time agreeable to all. If the matter remains unresolved the parent/guardian may raise the matter with the chairperson of the Board of Management by making an appointment to meet with him/her.

3. If the grievance persists, the parent/guardian may pursue the matter by lodging a complaint in writing with the Chairperson of the Board of Management who will bring the nature of the complaint to the notice of the teacher.
4. The principal will meet with the Chairperson and the teacher to resolve the issue. This will happen within 10 school days of receipt of the written complaint.
5. 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.
6. 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 Board's decision to investigate further.
7. 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.
8. Whilst in the process of making/receiving complaints all parties are asked to behave in a respectful manner. Neither party is expected to endure any form of aggressive or abusive behaviour. It is up to each individual to request the other party to refrain from such behaviour and to give a warning before withdrawing from the situation.

Success Criteria

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

Review

This policy was reviewed in March 2024.

Implementation

This policy has been in operation since January 2007 and the most recent review was in March 2024.

Mick Murphy
Chairperson

8-4-24
Date

Eva Murphy
Principal

8/4/2024
Date