

Complaints Procedure

This procedure was formulated by the staff of St. Finian's NS at a school development planning seminar on 21/01/02. This policy was reviewed in February 2019.

The Board of Management felt it necessary to put in place procedures for processing complaints by parents.

Bearing in mind the nature of the school, 2 teachers, c. 35 pupils and c. 25 families, and the existing positive working relationship between parents and teachers, we have formulated the following policy.

The aims of the policy are:

- That a complaints procedure will be in place.
- That parents will be aware of it.
- That it doesn't impinge on classwork.
- To maintain the present positive parent- teacher relations.

Board members and parents will be given a copy of this policy.

Procedure:

- A parent/guardian who wishes to make a complaint should make an appointment to speak with the class teacher during school hours.
- If the complaint is unresolved the parent/guardian should make an appointment to speak to the principal.
- If the matter remains unresolved the parent/guardian should bring their complaint to the Chairperson of the Board of Management.

Given the existing positive relationship between parents and teachers in the school, every effort will be made to resolve complaints in the informal manner outlined above.

In the event of issues remaining unresolved, the formal complaints procedure outlined in the CPSMA handbook will be followed.

- Parents can make an appointment to speak with teachers by phoning the school during school hours.
- A teacher can ask to have either another teacher or a member of the Board present while speaking to parents.
- This policy was ratified by the Board of Management.
- It will be reviewed as circumstances dictate such as changes in legislation or changes in the agreement between CPSMA and INTO.