

Complaints Procedure

Section 28 Education Act (1998)

Introductory Statement: The teaching staff and BOM of Letterfrack NS were involved in reviewing this policy in Sept. 2013.

Rationale: We are complying with legislation.

Aims: We wish to ensure the smooth running of the school where the rights of all parties are valued.

Guidelines:

- We endorse the complaints procedure as laid out in the CPSMA Handbook.
- We encourage parents and staff to deal with problems without having to use the formal complaints procedure through open communication between parties concerned and follow-up meetings, regular staff meetings, BOM meetings, annual parent/teacher meetings.
- Parents are asked to make an appointment with the relevant teacher through the Principal if they need to discuss an issue. This will allow the teacher to make adequate arrangements for supervision of pupils.
- In the case of an emergency, the parents are asked to wait in the Designated Waiting Area while the Principal talks with the class teacher in question and an appointment is fixed at a time suitable to all.
- These procedures are summarised in the Code of Discipline.

Roles and Responsibilities:

Principal – to steer implementation of policy.

Teachers – to comply with the policy.

BOM – to support school policy.

Pupils – to understand and respect school policy.

Parents – to comply with the policy.

Success Criteria

Success is judged on the positive atmosphere of the school.

Date of review – as necessary.

Ratification and Communication.

This policy was presented to the BOM for ratification