

## **Parental Complaints Policy**

### **Introductory Statement**

As a school community we are committed to upholding the ethos of Catholic schools, the charter of the Presentation Brothers' Trust, our school mission statement, and our vision for the school in all our dealings with pupils, parents, one another and with the wider community in which our pupils live.

For that reason, we will try to prevent or minimise the need for complaints where possible. The school will aim to achieve this by having structures in place to facilitate open communication and consultation with parents such as:

1. Parent teacher meetings
2. End of year reports
3. Formal School Support Plan meetings
4. Informal phone calls and meetings
5. Principal's notes/newsletters

### **Expected behaviour from all parties:**

Positive and respectful communication is of the utmost importance to our school. This not only extends to the children but to all of the stakeholders i.e., the staff, parents and the wider community. Anyone entering our building should feel safe to do so. The behaviour of children in our school is of vital importance therefore adults in the school community have a responsibility to ensure their own behaviour models the types of behaviour expected of children.

It is important that all stakeholders are responsible for their own behaviours in the school. Examples include:

- All stakeholders are expected to speak to each other with respect. Shouting or other aggressive tones of voice are not acceptable. If a stakeholder displays anger or aggression to another member of the school community, they may be asked to remove themselves from the building. In certain cases, the Gardaí may be called.
- All stakeholders will treat our children with the utmost respect while on the premises.
- Staff should not be asked to speak about another parent's child. The staff of the school will respect your child's right to privacy, so it is asked that parents respect other children's rights to privacy also.
- When stakeholders meet, it is important to respect that the time of meetings should be kept to a reasonable amount of time. Times of meetings should be agreed beforehand, and this should be respected.
- Staff are generally available to listen to a quick issue in the morning and after school. However, should a parent need to have a discussion or meeting, an appointment should be made at a convenient time for both parties. This ensures that issues can be resolved. Classes begin at 8:45am and finish at 2:30pm (1.30pm for Infants) and this time should not be interrupted.

### **Complaints:**

Complaints are infrequent and will always be dealt with a spirit of mutual respect and tolerance for the benefit of all.

This policy seeks to outline the procedures in place for parental complaints to the school: There are five stages to the complaints process.

#### Stage 1- Informal Stage

1. A parent/guardian who wishes to make a complaint should, firstly approach the class teacher with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher he/she should approach the principal with a view to resolving it.
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- Formal stage

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further, he/she should lodge the complaint in writing with the Chairperson of the Board of Management.
2. The Chairperson will bring the precise nature of the written complaint to the notice of the staff and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

#### Stage 3

1. If the complaint is not resolved, the Chairperson should, subject to the authorisation of the Board:
  - a. Supply the staff with a copy of the written complaint.
  - b. Arrange a meeting with the staff and, where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

#### Stage 4

1. If the complaint is still not resolved, the Chairperson should make a formal report to the board within 10 days of the meeting.
2. If the Board considers that the complaint is not substantiated, the staff and the complainant should be informed within 3 days of the Board meeting.
3. If the Board considers that the complaint is substantiated or that it warrants further investigation, the following steps should be followed:
  - a. The staff should be supplied with copies of any written evidence in support of the complaint.
  - b. He/she should be requested to supply a written response to the complaint to the Board and should be afforded an opportunity to make a presentation to the Board and to be accompanied by another person to that meeting.
  - c. The Board may arrange a meeting with the complainant, who may be accompanied by another person to this meeting.



## Bunscoil Chríost Rí

### Stage 5

Following the Board's investigations, the Chairperson shall convey the decision of the Board in writing to the staff and the complainant within 5 days of the meeting of the Board. The decision of the Board shall be final.

### Roles and Responsibilities

All stakeholders involved in the education of pupils will take responsibility for implementing the policy.

### Review

The policy will be evaluated on an ongoing basis by representatives from the whole school community and will be reviewed every three years.

Ratified on Date: 31/1/2023

Denis Brehane

Signed: \_\_\_\_\_

Chairperson

Review Date: Jan 2026