

Bohermore National School

Complaints Procedure Policy

(In line with Department of Education Circular 0062/2018)

1. Introduction

Bohermore National School recognises that from time to time, issues may arise that cause concern for parents or guardians. This policy sets out a clear and fair procedure for resolving complaints made by **parents/guardians against a teacher(s)** in accordance with the **Department of Education Circular 0062/2018**.

The school is committed to resolving issues as quickly and effectively as possible, in the interests of maintaining positive relationships and ensuring the wellbeing of pupils and staff.

2. Scope of the Policy

This policy applies to complaints made by **parents or guardians** of pupils enrolled in Bohermore National School concerning:

- The behaviour or conduct of a teacher
- Alleged failure of a teacher to follow school procedures or policies

Note:

The procedures **do not apply** where the complaint is:

- Being dealt with under child protection procedures
- A matter for the Teaching Council or other legal body
- Related to admissions (covered under Section 29 Appeals)
- Related to data protection (subject to Data Protection Commission complaints)

3. Underlying Principles

- Complaints should be resolved informally, where possible.
- The rights of all parties will be respected.
- Complaints will be dealt with fairly, promptly, and confidentially.
- No pupil will be disadvantaged as a result of a complaint being made by a parent/guardian.
- The procedures may be terminated at any stage if a complainant engages in **vexatious, malicious, or abusive behaviour**.

4. Complaints Procedure – Stages

Stage 1: Informal Stage

- 1.1 The parent/guardian meets with the teacher to discuss the concern.
- 1.2 The teacher should respond respectfully and, if possible, resolve the matter.
- 1.3 If the parent/guardian feels the issue is not resolved, they may raise the matter with the **Principal**.
- 1.4 The Principal will listen to the concern, consult with the teacher, and may meet with both parties.
- 1.5 Most complaints should be resolved at this informal stage.

Stage 2: Formal Stage – Written Complaint

- 2.1 If the complaint is not resolved informally, the parent/guardian may submit a **written complaint** to the **Chairperson of the Board of Management**. The complaint must:
 - Be signed and dated
 - State that the complaint is being made under **Stage 2 of the complaints procedure**
 - Include details of the complaint and steps already taken
- 2.2 The Chairperson will acknowledge receipt of the complaint and notify the teacher.
- 2.3 The Chairperson may:
 - Discuss the complaint with the teacher and/or Principal
 - Arrange a meeting with the complainant, teacher, and/or Principal
 - Seek to resolve the matter informally

Stage 3: Board of Management Review

- 3.1 If the matter remains unresolved, the Chairperson will bring the complaint to the **Board of Management**.
- 3.2 The Board will:
 - Examine all relevant documentation
 - Offer both parties the opportunity to address the Board (separately)
 - Ensure fair procedures are followed
- 3.3 Following this, the Board will decide:
 - Whether the complaint is upheld or not
 - What (if any) action is required
- 3.4 The Chairperson will communicate the Board's decision in writing to both parties.

Stage 4: Appeal

4.1 If the complainant is dissatisfied with how the complaint was handled, they may write to the **Patron** of the school to seek a review of the process.

4.2 The Patron will review whether the school's procedures were followed but will not re-investigate the substance of the complaint.

5. Confidentiality

All complaints will be handled with **strict confidentiality**. Information will only be shared with those involved in the investigation or resolution of the complaint.

6. Record-Keeping

- Informal complaints may be noted briefly by the teacher or Principal.
- Formal complaints will be recorded in writing and stored securely.
- The school will comply with **data protection legislation** in handling personal data.

7. Support for Pupils

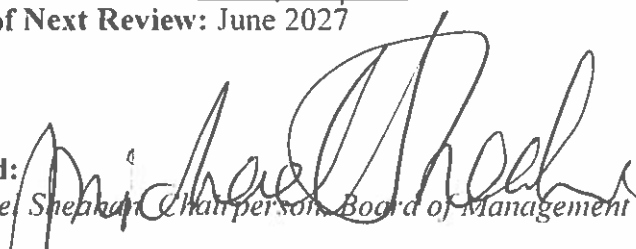
At all times, the best interests and welfare of the pupil will be central to the complaint process. No pupil will be penalised or treated unfairly due to a parent or guardian making a complaint.

8. Policy Review

This policy will be reviewed **every two years** or sooner if required by updates to legislation or Department guidance.

Date of ratification: 6/10/25

Date of Next Review: June 2027

Signed: 
Michael Sheehan, Chairman, Board of Management
Date: _____

✓ 1. Complaints Form

(To be used by a parent/guardian when submitting a formal complaint under Stage 2)

Bohermore National School – Formal Complaint Form (Under Stage 2 of the Complaints Procedure Policy)

Name of Parent/Guardian:

Name of Pupil:

Class/Teacher of Pupil:

Contact Information:

- Phone: _____
- Email: _____

Details of the Complaint:

Please describe the nature of the complaint. Include relevant dates, persons involved, and any efforts made to resolve the matter informally.

(Attach a separate page if necessary)

Steps Already Taken to Resolve the Issue:

Please outline any actions taken so far (e.g. meeting with teacher, Principal):

Outcome You Are Seeking:

What resolution or outcome would you like to see?

Declaration:

I confirm that I am making this complaint under **Stage 2 of the school's Complaints Procedure Policy** and that the information provided is accurate to the best of my knowledge.

Signature: _____

Date: _____

Please submit this form to the **Chairperson of the Board of Management** in a sealed envelope marked **“Private and Confidential.”**

2. One-Page Parent Summary: Complaints Procedure

Bohermore National School – Complaints Procedure (Parent Summary)

What should I do if I have a concern or complaint about a teacher?

◆ **Step 1: Talk to the Teacher (Informal Stage)**

Speak to the teacher directly in a respectful and calm manner. Most issues can be resolved quickly this way.

◆ **Step 2: Speak to the Principal (if unresolved)**

If you're not satisfied after speaking with the teacher, you may raise the concern with the Principal.

◆ **Step 3: Submit a Written Complaint (Formal Stage)**

If the issue remains unresolved, you can submit a formal written complaint to the **Chairperson of the Board of Management**. Use the school's Complaint Form and outline what has happened so far.

◆ **Step 4: Board of Management Review**

If necessary, the Board will investigate the complaint. Both sides may be asked to present their views. You will be informed of the Board's decision in writing.

◆ **Step 5: Appeal to the Patron (Process Review)**

If you believe the school did not follow proper procedures, you can contact the **Patron** to review how the complaint was handled.

★ **Important:**

- Complaints must be made **in good faith**.
- Issues are dealt with **confidentially**.
- **Child protection** concerns are not handled through this process – they are reported to the **Designated Liaison Person (DLP)**.

If you have any questions, please contact the school office. We are here to help.