



**St. Matthew's National School**  
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**PARENTAL COMPLAINTS PROCEDURE**

*This procedure should be read alongside the school's Parent Teacher Communication and Dignity and Respect in the Workplace Policies.*

Complaints are infrequent but the school would wish that these would be dealt with informally, fairly and quickly. The following is the agreed complaints procedure to be followed in primary schools.

**Stage 1 - Informal Stage**

1. A parent/guardian who wishes to make a complaint should, firstly approach the **Staff Member** 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 Member and seek to resolve the matter between the parties within 5 school working days of receipt of the written complaint.

**Stage 3**

1. If the complaint is not resolved informally, the Chairperson should, subject to the authorisation of the Board:
  - Supply the Staff Member with a copy of the written complaint and
  - Arrange a meeting with the Staff Member, and where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 school working 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 school working days of the meeting.
2. If the Board considers that the complaint is not substantiated, the Staff Member and the complainant should be so informed within 3 school working 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.

**Stage 5**

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

<b>Passed by Board of Management:</b>	<b>June 2021</b>
Amended by B.O.M.:	