Formal Stage 1 Discussion

Formal Stage 2 Written (10 days)

Formal Stage 3 **Board of Management**

(20 days)

Formal Stage 4 Decision

(5 days)

1.1 Parent/guardian meets teacher

A parent/legal guardian who

wishes to make a complaint in

seek an appointment with the

respect of their own child, should,

teacher concerned with a view to

resolving the complaint. Further

Where the parent/legal guardian

is unable to resolve the complaint

with the teacher, they should seek an

appointment with the Principal with

a view to resolving the complaint. Further meetings can be convened

by the Principal as appropriate.

1.3 Parent/quardian

Where the complaint remains

unresolved, the parent/legal guardian

Management with a view to resolving

the complaint. Further meetings can

should seek an appointment with

the Chairperson of the Board of

be convened by the Chairperson

meets Chairperson

meetings with the teacher can

be convened as appropriate.



If the complaint has not been resolved at stage 1, the parent/ legal quardian who wishes to pursue the matter further should submit the complaint in writing to the Chairperson of the Board of Management. This commences stage 2.

2.1 Written complaint

sent to Chairperson



2.2 Chairperson provides a copy to the teacher



3.1 Chairperson makes a

If the complaint remains unresolved following stage 2 and the parent/ legal quardian wishes to pursue the matter, they should inform the Chairperson in writing of this fact. The Chairperson should make a formal report to the Board of Management within 10 days of receipt of this written statement. At this meeting, the Board can decide to proceed to either stage 3.2 or 3.3.

Where the Board considers the

complaint, the process may

the board considers that:

frivolous/vexatious:

c) The complaint is more

d) where recourse to law

has been initiated.

or:

b) The complaint has already been

appropriately dealt with through

investigated by the board;

a more relevant DE circular.

Where the Board determines the complaint is concluded at this

stage, the parent/legal quardian

should be so informed within

five days of the Board meeting.

a) The complaint is

be concluded at this stage, if

formal report to the Board

3.2 Complaint concluded

- - an opportunity to make a be represented by a friend or a union representative, who may of assistance and note taking.
 - d) the teacher should be requested to supply a written statement to the board as the employer in response to the complaint. This written statement will be confidential shared with any third party.
 - e) the meeting of the Board of Management referred to in 3(b), (c) and (d) will take place within 10 days of the meeting referred to in 3.1. in so far as possible.

1.2 Parent/guardian meets Principal¹



The Chairperson should provide a copy of the written complaint to the teacher against whom the complaint has been made, without delay.

2.3 Chairperson



resolve the complaint between the teacher and the parent/ legal quardian within 10 school days of the commencement of stage 2.1. This may require one or more meetings to be convened by the Chairperson with the teacher/ parent/legal guardian and other school personnel as deemed appropriate by the Chairperson.

convenes meeting(s) The Chairperson should seek to

Complaint resolved

as appropriate.

The complaint may be resolved during this stage.

Complaint resolved

The complaint may be resolved at this stage.

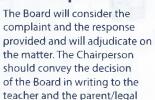
3.3 Proceed to a hearing

Where the Board decides to proceed to a hearing, it should proceed as follows:

- a) the teacher should be informed that the complaint is proceeding to a full hearing and the Chairperson must ensure the teacher has been supplied with all documents which are being considered by the Board.
- b) the Board should arrange a meeting with the parent/legal guardian if it considers such to be required. The parent/ legal quardian is entitled to be accompanied and assisted by a friend at any such meeting.
- c) the teacher should be afforded presentation of their case to the Board. The teacher is entitled to be accompanied for the purpose
- to the employer and will not be

4.1 Written decision from Chairperson





4.2 Complaint concluded

guardian(s) within five days of

the meeting held at stage 3.3.

The decision of the Board shall be final.