



## **Our Lady of Mercy Convent School**

Rosemount Terrace, Booterstown, Co. Dublin

☎ 01 2884223

✉ ourladyofmercyoffice@gmail.com

□ <http://www.ourladyofmercy.ie>

# **Parents Complaints Procedure**

### **Introductory Statement:**

This policy was formulated following a consultative process which took place over a period of months. The Principal and teachers were involved in drafting this policy, which was created by the below bodies of education.

### **Rationale:**

The parental complaints procedure was revised and agreed by the Irish National Teachers' Organisation and the management bodies of primary schools, the Catholic Primary Schools Management Association, the Church of Ireland, An Foras Pátrúnachta, the Muslim Primary Education Board, Educate Together and the National Association of Boards of Management in Special Education in 2023. It is designed to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner. It is recognised that parents/legal guardians are the primary educators in a child's life and as such from time-to-time concerns may arise which they may need to engage with the school. It is expected that engagement will be timely, courteous and resolution focused to ensure that the important relationship between the parent and school can be preserved and respected. It is expected that all parties concerned will engage proactively.

### **Mission Statement:**

The Mission Statement of Our Lady of Mercy Convent School is:

To educate, encourage and celebrate our children and the wider school community as together we grow in body, mind and spirit. Tá ár dTiarna linn.

### **Content of policy:**

The procedure is a staged procedure where every effort is made to resolve matters at the earliest possible stage. In most cases, concerns will be dealt with either informally or formally at the earlier stages of the procedure. Where it has not been possible to agree a resolution at the earlier stages, the procedure does allow for the escalation of the matter to the Board of Management. This procedure sets out, in four stages, the process to be followed in progressing



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a complaint and the specific timescale to be followed. It is expected the parties will follow each stage in sequence.

Where the term written correspondence is used, this refers specifically to a letter or email correspondence from a parent/legal guardian(s).

- Only complaints about a teacher which are written and signed by a parent/legal guardian, and which relate to their own child, will be investigated.
- Where a complaint raised by a parent/legal guardian is deemed by the employer/board of management to relate to the following, this procedure will not apply;
- matters of professional competence and which are to be referred to the Department of Education;
- frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school; or
- complaints in which either party has recourse to law or to another existing procedure.
- In all circumstances, any form of written correspondence for the attention of the Board of Management must be supplied to the Chairperson of the board of management only. Any deviation from this could be deemed prejudicial and as acting outside the scope of this agreement.
- Days in this procedure refer specifically to school days. A school day is a day on which the school is in operation. Holiday periods, school closures and leaves of absences are not counted as school days for the purpose of this procedure.
- Group/collective complaints are not provided for and each parent/legal guardian raising a concern will be dealt with separately through this process.
- The procedure is a domestic forum and accordingly, neither management nor the INTO intends that there would be legal representation at any stage.
- Issues should be raised in a timely manner. It is in the best interests of the child that issues are raised to achieve early resolution at the earliest possible stage with the teacher, ideally while the pupil is in that teacher's class.

Please see appendix 1 for a formal staged approach to the process of dealing with a complaint.

### **Roles and Responsibilities**

All school personal share in the co-ordination and implementation of this policy.

### **Evaluation**



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This policy is monitored on an ongoing basis.

### **Implementation**

Ratified by Board of Management and communicated to the school community.

**Signed:**

**(Chairperson, Board of Management)**

**Dated: 05/03/2024**

**Proposed date of review: March 2028**



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## Appendix 1

