

**Glasnevin Educate Together NS,
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COMPLAINTS PROCEDURE POLICY

We trust that your child /children are happy at Glasnevin Educate Together National School. Obviously, however, over a period of time the odd problem may arise. We would encourage an informal approach in dealing with issues which may occur from time to time. In the event of the failure of an informal approach the following procedures will apply.

Complaints about the actions of individuals working within the classroom under supervision of the teacher:

- The matter should be broached with the class teacher.
- If a satisfactory conclusion is not achieved then an appointment should be made with the principal through the school office.
- If a satisfactory conclusion is still not reached than a formal complaint in writing can be made to the Chairperson of the Board of Management.

Complaints against the actions of B.O.M. Members:

- Any complaint against a Board Member with regard to their post of responsibility on the B.O.M. should be put in writing and brought to the attention of the Chairperson of the Board of Management.

Complaints against the Chairperson of the Board of Management:

- Any complaint against the Chairperson should be put in writing and brought to the attention of the Board of Management.
- If a satisfactory conclusion is not achieved at Board of Management level then formal notification in writing should be made by the secretary on behalf of the complainant and the B.O.B. to the Schools Patron Body, Educate Together.

Complaints about the actions of a parent/guardian by a fellow parent/guardian:

- Disagreements/problems/complaints between parent/guardians can and indeed will arise from time to time. We would encourage an informal approach in dealing with issues between the parents/guardians concerned. Should an informal approach in dealing with issues between the parents/guardians concerned fail, we would recommend escalation of the process beginning at point 1 on the next page.
- In general issues that do not occur on school property are none of the business of the school. However, if an incidence occurs that may damage or have a negative impact on the school's reputation/operation/ children/staff, it may become the business of the Board of Management of the school. The B.O.M will have absolute discretion on deciding if an incident which occurred off school premises meets the above criteria. Where a complaint arises from incidents that occurred on school property and are of a nature that may damage or have a negative impact on the schools reputation/operation/children/staff, it may become the business of the Board of Management of the school. The B.O.M. will have absolute discretion on deciding if an incident which occurred on the school premises meets the above criteria.
- With regard to conflict resolution we must be a role model for the children that attend the school and the standards we set for the students are what we ourselves have to live by.

General Guidelines

The complainant must agree to attend all meetings requested by officers of the school. Anonymous complaints will be disregarded. If it is found that a campaign of Chinese type whispers or rumours accompanies a complaint, the complaint will be disregarded. If the complainant does not act in a manner in keeping with the ethos of the school, the complaint will be disregarded. It is expected that all matters discussed at meetings will be treated in a confidential fashion and all parties treat each other with respect and dignity. If a complaint transpires to be either not genuine or malicious and the complainant holds any office on either the B.O.M. or the P.T.A., or their sub-committees, they shall be asked to resign their post forthwith and shall be barred from holding similar posts in the future.