



GCNS Complaints Management Procedure for Parents

Complaints are a normal part of working in a school and will occur from time to time for almost all staff members. As per the KWETB Complaint Procedure there are, however, certain exclusions. Full list of complaints excluded is below.

Complaints:

of alleged child protection concerns which are dealt with under separate guidelines and procedures issued by the Department of Education and Skills. (Child Protection concerns can be relayed to the DLP/DDLP)

considered to be frivolous, vexatious or malicious

appropriate to another code of practice/procedure

which do not relate to the ETB staff member's work in the ETB learning/ working environment or in work-related approved activities

which are the subject of legal proceedings

that are anonymous

where the same complaint has previously been dealt with under this procedure and has been resolved.

Procedure for Parents

Informal Stage 1

In the event a parent wishes to raise a complaint the first person you must contact is the class teacher via email. (Indeed any concerns or queries should go directly to your class teacher.) In the event the class teacher is unavailable for an extended period (or a reply is not received in a timely manner) please contact the phase leader, listed below.

This is regardless of whether the complaint is about the teacher themselves or another staff member who your child encounters at school (E.G. SET Teacher/SNA/Ancillary Staff).

The class teacher manages all aspects of your child's interaction with the school and so must be the first port of call.

A call or face to face meeting can be arranged at a mutually agreed time. It is expected that parents and staff will engage in a respectful manner. However, if parents are aggressive/intimidating in any way staff will not engage. Phase leaders from the ISM may attend initial meetings to support both parties in finding a resolution. (If the complaint relates to a phase leader the Deputy Principal may attend the meeting.)

Phase Leaders

Aisling Sheekey – Junior & Senior Infants

Phil Cheetham – 1st - 3rd Class

Sarah Jane McDonagh – 4th -6th Class

Parents **must not** skip Stage 1 and seek a meeting with Principal/Deputy Principal. Please do not cc in the Principal/Deputy Principal in communications until the appropriate stage.

There may be several meetings required as it is not always possible to resolve issues in one meeting. If there are next steps agreed, they should be shared with all present after the meeting stating who will be responsible for the implementation of the next steps.

Informal Stage 2(i)

If there has not been a satisfactory outcome at Stage 1, then we proceed to next stage where parent, staff member and Deputy Principal will meet.

Informal Stage 2(ii)

After this stage, the staff member, parent and Principal will meet.

(The P/DP may also hold separate meetings with the complainant at any stage in the process.)

If after this stage, a resolution cannot be achieved it, the next stage is to the Director of Schools in the KWETB.

What not to do.

Do not bypass the class teacher. The class teachers is responsible for your child at school and overseeing their interaction with Special Education Teachers, SNAs, secretary, caretaker etc. As such they must be your first point of contact.

Do not post a complaint on the parent whatsapp group.

Do not ask the local Facebook Group.

Do not ask what happens in your friend's child's school.

Conclusion

As mentioned above we will engage in a respectful manner with the best interests of the child at heart and try to remove any emotion around the perceived grievance.

As a school proud of its relations with parents and cognisant of the importance of these good relations, we will always endeavour to resolve issues in an honest and respectful manner where parents are engaging with the process in the correct way.