

BRAY SCHOOL PROJECT

The Board of Management of Bray School Project is operating the recommended procedure for complaints of Educate Together. Parents are asked to follow this process in order to facilitate effective management, resolution and documentation.

<http://www.educatetogether.ie/support/faq#Parental-Complaints>

Q : Parental Complaints; When can complaints about teachers be investigated formally by Boards of Management?

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the board of management, except where those complaints are deemed by the Board to be:

- i. on matters of professional competence and which are to be referred to the Department of Education;
- ii. frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school;
- iii. complaints in which either party has recourse to law or to another existing procedure.

Unwritten complaints not in the above categories may be processed informally. Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the board of management, except where those complaints are deemed by the Board to be:

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- iii. complaints in which either party has recourse to law or to another existing procedure.

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Q : Parental Complaints; What should the first actions be of a parent/guardian wishing to make a complaint?

A parent/guardian who wishes to make a complaint should, unless there are local arrangements to the contrary, approach the class teacher with a view to resolving the complaint. Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the principal teacher with a view to resolving it. If the complaint is still unresolved the parent/guardian should raise the matter informally with the chairperson of the board of management with a view to resolving it.

Q : Parental Complaints; According to the parental complaints procedure when should a complaint be put in writing to the Chairperson of the Board of Management?

If the complaint is still unresolved after the parent/guardian has spoken with both the class teacher, principal teacher and the Chairperson of the Board and the

parent/guardian wishes to pursue the matter further, she/he should lodge the complaint in writing with the chairperson of the board of management. The chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Q : Parental Complaints; What happens if the complaint cannot be resolved through informal channels?

If the complaint is not resolved informally, the chairperson should, subject to the general authorisation of the Board and except in those cases where the chairperson deems the particular authorisation of the Board to be required:

- (a) supply the teacher with a copy of the written complaint; and
- (b) arrange a meeting with the teacher and, where applicable, the principal teacher with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint

Q Parental Complaints; a group of parents have written to the board of management seeking a meeting regarding the behaviour of a child in a senior class. What action should the Board take?

Board are not in a position to meet with a group of parents relating to another child. The board will meet with individual parents in relation to worries they have relating to their own child. Other children will not be discussed. The patron does not have a role in this process and if a parent wishes to make a complaint then they must use the complaints procedure. At the conclusion of this process if the parent is still unhappy they can address their concerns to the patron who will ask the board of management for a report on how the complaint was handled.