

## AGREED PROCEDURES REGARDING PARENTAL/GUARDIAN COMPLAINTS

St. Senan's National School, Clonlara, Co. Clare.

The following has been adopted by the Board of management of the above school and it will be strictly adhered to:

(Any numerical level not reaching resolution continues to next).

### 1. INFORMAL.

1. Parent/guardian approaches teacher.
2. Parent/guardian approaches principal.
3. Parent/guardian approaches Chairperson of Board of Management.

### 2. INFORMAL.

1. (a) Parent/guardian lodges complaint in writing to Chairperson of Board of Management.
  1. (b) Chairperson speaks to teacher regarding the precise nature of the complaint.
- \* Chairperson seeks to resolve the matter within 5 SCHOOL DAYS OF RECEIVING THE WRITTEN COMPLAINT.

### 3. FORMAL.

1. Chairperson gives teacher a copy of the written complaint.
  2. Chairperson arranges meeting with teacher (and principal if applicable) to seek a resolution. (Teacher has right to seek advice from Union).
- \* This meeting must take place within 10 SCHOOL DAYS OF RECEIVING THE WRITTEN COMPLAINT.

### 4. FORMAL.

1. Chairperson makes formal report to the Board within 10 SCHOOL DAYS OF STAGE 3 MEETING.

The Board of Management may then consider the following options:

- (a) the board considers that the complaint is not substantiated and informs parent/guardian and teacher of its decision within 3 DAYS OF THE Board of MANAGEMENT MEETING. It is recommended, but not obligatory, that such decision be conveyed in writing.
- (b) The Board considers that the complaint is substantiated and follows these procedures below:-
  - (i) The teacher is informed that the investigation is proceeding to the next stage.
  - (ii) The teacher is supplied with a copy of any written evidence in support of the complaint.

- (iii) The teacher is requested to supply a written statement to the Board in response to the complaint.
  - (iv) The teacher is afforded the opportunity to make a presentation of case to the Board. He/she is entitled to be accompanied and/or assisted by one other at this meeting.
  - (v) The Board may arrange, (but is not required to do so), a meeting with the complainant if it considers such to be required. The complainant is entitled to be accompanied and/or assisted by one other at this meeting.
- \* The Board of Management meeting with teacher (and complainant if deemed necessary) should take place within 10 SCHOOL DAYS OF THE STAGE 3 MEETING.

5. FORMAL.

1. The Board completes its investigation.
2. The Chairperson of the Board conveys its decision, in writing, to the complainant and the teacher. This letter must be sent within 5 SCHOOL DAYS OF BOARD of MANAGEMENT MEETING.
3. The decision of the Board shall be final.

## RE. SUSPENSION/EXPULSION.

1. Not retrospective – based on issue at school.
2. No delays – process must be timely.
3. Allegations dealt with in strictest confidence.
4. Natural justice pertains
  - Pupil/parents know misbehaviour is being investigated.
  - Pupil/parents know details of the allegations.
  - Pupil/parents know how the issue will be decided.
  - Pupil/parents may respond to allegations.
  - Pupil/parents have right to be heard by decision-making body.
  - Pupil/parents have the right to question the other party where there is a dispute regarding facts.
  - Interested parties to withdraw from meeting before decision-making takes place.
5. Any suspension that would cause a pupil to be absent for 20 days or beyond must be formally reviewed by Board of Management and is subject to appeal under Section 20, Education Act 2007.
6. Parents have to be given formal notification and given information on how to appeal if they wish.
7. Formal written records should be kept of
  - The report to the Board of Management.
  - The report to the National Education Welfare Board. (N.E.W.B.)
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8. If necessary the school may seek the support of other agencies e.g. National Educational Psychological Service (N.E.P.S.), Health Service Executive (H.S.E.), National Council for Special Education (N.C.S.E.).
9. Expulsion is not delegated to the Principal and is a Board of Management matter.
10. Re. expulsion, Education Welfare Officer must be informed.