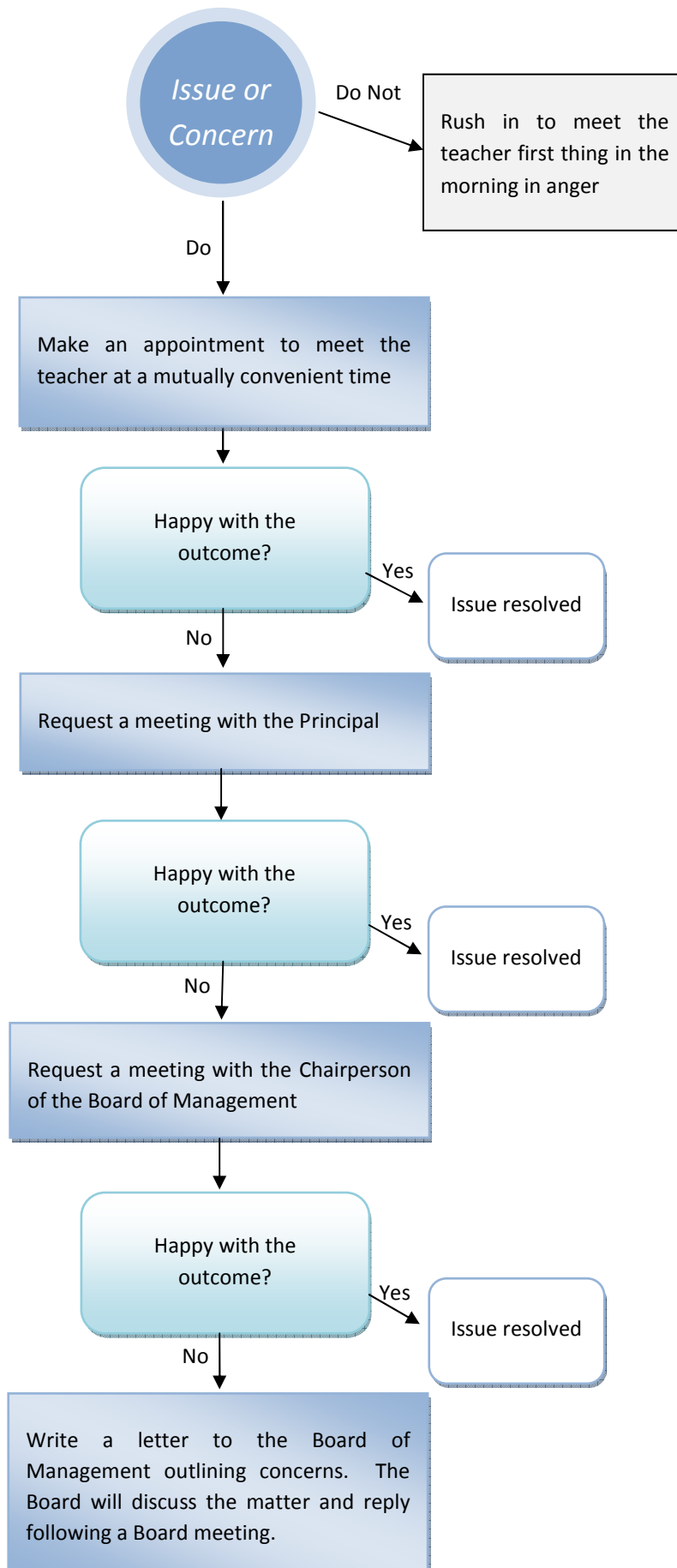


## COMPLAINTS PROCEDURE



At Kilcolgan Educate Together positive home-school contacts are promoted, and the right of all stakeholders in education to express their opinion is acknowledged in keeping with the school's ethos. Parents are encouraged to express concern at the earliest possible stage with the child's teacher to avoid a build-up of issues. This policy outlines the format with which grievances are dealt with.

This Complaints Procedure was drafted to comply with Section 28 of the Education Act 1998 – procedures for processing complaints by parents prescribed for all schools under the Act.

#### AIMS OF THE POLICY

- ❑ To foster supportive and trusting relationships between school and parents.
- ❑ To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure.
- ❑ To minimise the opportunity for conflict.

#### PROCEDURE

The flow chart outlines clearly the steps to be followed in the event of parents having concerns.

1. If parents have concerns about their child, the child's teacher should be approached in the first instance. Where the concern relates to another teacher (e.g. learning support, resource, English language teacher etc.), then that teacher should be the first port of call. Teachers may ask the parent to meet with the teaching team where a team approach is used. If the concern is not resolved by the teacher, the Principal should be contacted, and a meeting sought to discuss the concerns.
2. If matters are not resolved at this level the matter should be raised with the Chairperson of the Board of Management. The Chairperson will request a report from the Principal with regard to the concerns and attempts to resolve it.
3. If matters are not resolved at this level a letter should be written to the Chairperson, Board of Management, Kilcolgan Educate Together N.S., Kilcolgan, Co. Galway with a request that the issue be discussed at the next convenient Board meeting. The Board will communicate the result of its deliberations in writing to the parent/s that raised it, and with the wider school community should this be considered appropriate.
4. If the school cannot satisfactorily resolve the issue, Educate Together Head Office should be contacted for further advice on the matter. They may advise that the Department of Education be contacted if necessary.

In the case of a matter not directly concerning a child a similar format as outlined above should be observed. That is the person directly involved with the matter is the first point of contact.