



St Mary's NS

Parental Complaints Policy

June 2024

This policy was drafted in June 2024. The following is the revised policy drafted and approved by staff/BOM.

Rationale

The need for this policy arises from: -

Section 28, Education Act 1998 - procedures for processing complaints by parents prescribed for all schools under the Act. This policy applies to all activities conducted under the stewardship of the Board of Management of St.Mary's National School including but not limited to after school activities such as choir, orchestra, sports, dancing, homework club.

Relationship to School Ethos

The school promotes positive home-school contacts and endeavours to enhance the self-esteem of everyone within the school community. The policy contributes towards those ideals.

Aims/Objectives

- To foster fruitful and trusting relationships between school and parents
- To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure
- To minimize the opportunity for conflict
- Through affording parents an opportunity to liaise with the class teacher.

Please Note

This policy does not cover:

1. Complaints that are being dealt with through legal channels.
2. Matters of professional competence which come under the remit of the Department of Education.
3. Petty complaints which do not relate to the work of a particular teacher.

Success Criteria

- Swift and efficient resolution of grievances
- Parent/Teacher satisfaction
- Positive school-community feedback
- Reviews of school policies as issues arise.

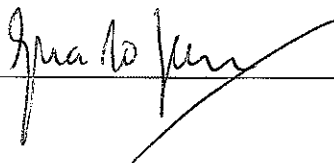
Review

This policy will be reviewed after a 2 year cycle.

Ratification and Review

This policy has been ratified by the Board of Management and will be reviewed every two years.

Signed:
Management



Chairperson Board of

Date:

