

Moneenroe National School



The Glen,
Moneenroe,
Castlecomer,
Co. Kilkenny

Phone: 056 444 2288 | Email: moneenroeschool@gmail.com

Parental Complaints Procedure

1. Introduction

Moneenroe National School is committed to maintaining positive and respectful relationships between parents, staff, and pupils. This procedure provides a fair, consistent, and transparent process for addressing parental complaints.

This policy is in line with the INTO–CPSMA Parental Complaints Procedure (Revised 2019).

2. Scope

This procedure applies to complaints by parents or guardians regarding: - Actions or conduct of a teacher or member of staff - Matters that affect their child in school

It does not cover complaints outside the school's remit or anonymous complaints.

3. Guiding Principles

- Complaints will be treated seriously, fairly, and respectfully.
- Efforts will be made to resolve issues informally first.
- Complaints will be handled in a timely and confidential manner.
- No person will be disadvantaged for raising a complaint in good faith.

4. Procedure

Stage 1 – Informal

- Parents/guardians should first discuss concerns with the class teacher.
- If unresolved, a meeting with the Principal may be requested.

Stage 2 – Formal Written Complaint

- Submit a written complaint to the Chairperson of the Board of Management.
- Include: nature of complaint, steps taken, desired outcome.

Stage 3 – Consideration by the Chairperson

- Chairperson acknowledges receipt and may attempt informal resolution or refer to the Board.
- If the complaint involves the Principal, it is referred directly to the Board.

Stage 4 – Review by the Board of Management

- Board reviews the complaint, may seek statements from involved parties.
- Both sides can present their case.
- Board makes a decision and communicates it in writing.

Stage 5 – Final Decision

- Board's decision is final within the school framework.
- Complaints involving staff may be referred to the Department of Education or Teaching Council if appropriate.

5. Confidentiality

All matters will be dealt with confidentially and respectfully.

6. Review of Procedure

This procedure will be reviewed regularly by the Board of Management.

Signed:_____

Thomas Lanigan, Chairperson, Board of Management

Date: _____

Signed:_____

Barbara Luttrell, Principal Teacher

Date: _____