



St. Malachy's P.S

School Policy for Handling Complaints.

Aim:

The principal and staff of St. Malachy's P.S. are proud of the good relationships that exist between parents, teachers, school staff and the children. However, in keeping with requirements this policy sets out the procedures we would like you to follow in the event of any grievance or complaint. Every effort will be made to solve the problem as quickly and as effectively as possible in the hope that all parties will be satisfied with the outcome.

Your Rights as a person making a Complaint:

- ✚ You will be treated courteously and fairly.
- ✚ Your privacy will be protected.
- ✚ You will be given accurate advice and the matter will be dealt with as quickly as possible.
- ✚ If there are grounds for the complaint we will acknowledge this and seek to find a resolution.

Your Responsibilities as a person making a Complaint.

- ✚ You must remember that all school staff have the right to be treated with respect and courtesy.
- ✚ Complaints must only be made in a non threatening manner
- ✚ You should present your complaint as accurately and as concisely as possible.

In the event of a complaint please follow these procedures

Stage 1: Informal talk with the class teacher.

In very many cases issues that would seem to give cause for complaint are due to a simple misunderstanding that can quickly and easily be sorted out. Speak to the class teacher about your concerns and listen to what he/she has to say. Arrange a time that is suitable (it is very difficult for a teacher to give you their full attention when all the children are in the class) so that you can both talk without interruption and decide how to deal with the matter. This stage will generally be enough to clear up any problems and no further action will be necessary. However if you are still not satisfied please proceed to the next stage

Stage 2: Informal talk with the principal or vice-principal:

- Make an appointment to see the principal/vice-principal – explain in advance why you wish to speak to him/her.
- If your complaint is with the principal speak to him first as you would at stage 1.
- Should the principal need some time to investigate and clarify your complaint please allow for this

Stage 3: Formal complaint made in writing to the principal.

- If you are still unsatisfied and you want your complaint to be dealt with more formally please put it in writing. Keep it as concise and factual as possible stating clearly why you are concerned.
- Your letter will be acknowledged within 10 working days.
- You will either get a response or will be told that your concern is being investigated further – this will be completed no later than 20 working days from the date of complaint.

Stage 4: Formal complaint in writing to the Chairman of the Board of Governors.

- If you are still unsatisfied please put your concerns in writing to the chairman of the Board of Governors (Fr. M. McGinnity) and address this to the school.
- The chairman will set up a sub committee of the Board of Governors to investigate and to (a) respond to your concerns or to (b) ask for more time to investigate further or to (c) arrange a time, date and place for you to have a meeting with the sub committee to discuss your concerns in full. You will then get a written response from the committee within 10 working days.

Appeals Process:

If you are still unsatisfied you may request in writing a meeting with the full Board of Governors to appeal the decision of the sub committee. A meeting will be arranged and you will not have the right to be accompanied or represented by another person. Within 10 working days of this meeting you will get a final written response stating the governors recommendations and their reasons for the decisions they have taken.

Records: The principal will keep a record of all correspondence, conversations, and meetings concerning complaints.

Discourteous or threatening behaviour towards a member of staff

It is our aim to maintain the good relationships we have with our parents. This policy is to help you to know what to do if you have any concerns and the principal and staff hopes that should this be so that we can be available to discuss these with you and to reach a satisfactory outcome.

However the staff in the school have the right to be treated with respect. Should the principal at any time believe that a member of staff has been treated discourteously or in a threatening way, he retains the right to request that the person who has acted or spoken in that manner does not enter the school premises again unless the principal is contacted in advance. It is hoped that this will never be necessary but should it be so this decision would be taken to protect both the staff and pupils and to prevent the potential for a similar incident in the future.

