



St. Edan's National School

Complaints Procedure for Parents

If a parent has a difficulty with a teacher this should be approached in two stages.

- Informally
- Formally.

Informal procedure

- Stage 1- The parent(s) should make an appointment through the school office with the teacher concerned to discuss the matter with a view to resolving the issue.
- Stage 2- If Stage 1 has not reached a satisfactory conclusion, the parent(s) should make an appointment to discuss the matter with the Principal.
- If Stages 1 and 2 have not yielded a satisfactory conclusion, the parent(s) should, if they wish, make an appointment with the Chairperson of the Board of Management to discuss the matter.
- If an appointment is not sought within 7 days the issue will be deemed to be resolved and no further action will be necessary.

Formal procedure

If the Informal Procedure has not yielded a satisfactory outcome, the parent(s) may, if they wish, proceed to the Formal Procedure.

- The Parent(s) should inform the Principal by letter, with a copy to the teacher concerned, of the issue. The Principal, after investigation of the matter, should inform the parent(s) by letter of the steps taken to resolve the issue.
- If Stage 1 of the Formal Procedure does not resolve the matter the parent(s) may, if they wish, inform the Chairperson of the Board of Management by letter, with a copy each to the teacher concerned and the Principal, of the issue.
- The Chairperson will take on the matter, in consultation with the Principal, and reply to the parent with his decision. The Chairperson could refer the matter to the Board of Management for consideration.

Review date:

September 2024

Signed: Dean Paul G Mooney

Chairman of the Board of Management

Date: 22/09/2022