

# Complaints Procedure

The I.N.T.O. and Primary School Management reached agreement in 1993 on a procedure for dealing with complaints by parents against teachers. The purpose of this procedure is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner. The agreement lays out the stages in processing a complaint and the specific timescale to be followed at each stage.

1. A parent/guardian who wishes to make a complaint should arrange an appointment with the class teacher with a view to resolving the complaint.
2. Where the parent/ guardian is unable to resolve the complaint with the class teacher s/he should arrange an appointment with the Principal with a view to resolving it.
3. If the complaint is still unresolved the parent/guardian should raise the matter with the Chairperson of the Board of Management.



1. Talk to class teacher



2. Talk to Principal



3. Talk to Chairperson

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the Board of Management, except where those complaints are deemed by the Board to be:

- On matters of professional competence and which are to be referred to the Department of Education and Skills
- Frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school or
- Complaints in which either party has recourse to law or to another existing procedure.

4. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further s/he should lodge the complaint in writing with the Chairperson of the Board of Management.

5. The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within five days receipt of the written complaint.