

Complaints Procedure

Holy Family Senior School

Ennis, Co Clare

Roll Number: 07315N

Email: info@hfss.org

Website: <http://www.hfss.org/>

Principal: Sarah Barnes.

Holy Family Senior School

Holy Family Senior National School - Complaints Procedure

In-School Procedures.

Stage 1:

1.

A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint. Every effort should be made to resolve the complaint at this stage.

2.

Where the parent/guardian is unable to resolve the complaint with the class teacher he/she should approach the Principal with a view to resolving it.

3.

If the complaint is still unresolved the parent/guardian should raise the matter with the Chairman of the Board of Management with a view to resolving it.

Stage 2:

1.

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

2.

The Chairman will bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 schooldays of the receipt of the written complaint.

Stage 3:

1.

If the complaint is unresolved informally, the Chairman will, subject to the general authorization of the Board of Management and except in those cases where the Chairman deems the particular authorization of the Board to be required:

- a. Supply the teacher with a copy of the written complaint
- b. Arrange a meeting with the teacher and, where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 school days of receipt of the written complaint.

Stage 4:

1.

If the complaint is still unresolved the Chairman will make a formal report to the Board of Management within 10 school days of the meeting referred to in **Stage 3**.

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2.

If the Board of Management considers that the complaint is not substantiated the teacher and the complainant should be so informed within 3 school days of the Board meeting.

3.

If the Board of Management considers that the complaint is substantiated or that it warrants further investigation, it will proceed as follows:

- a. The teacher will be informed that the investigation is proceeding to the next stage;
- b. The teacher will be supplied with a copy of any written evidence in support of the complaint;
- c. The teacher will be requested to supply a written statement to the Board of Management in response to the complaint;
- d. The teacher will be afforded an opportunity to make a presentation of his/her case to the Board of Management. The teacher will be entitled to be accompanied and assisted by a friend at any such meeting;
- e. The Board of Management may arrange a meeting with the complainant if it considers such to be required. The complainant will be entitled to be accompanied and assisted by a friend at any such meeting;
- f. The meeting of the Board of Management referred to in points (d) and (e) will take place within 10 school days of the meeting referred to in Stage 3.

Stage 5:

1.

When the Board of Management has completed its investigation, the Chairman should convey the decision of the Board, in writing, to the teacher and the complainant within 5 school days of the meeting of the Board.

2.

The decision of the Board of Management shall be final. The timeframes outlined above may change given the circumstances and on a case by case basis. The school and Board of Management will, however, endeavour to draw conclusion on all complaints for all parties concerned.

Implementation:

This policy was implemented in January 2013 in line with CPMSA and INTO guidelines.

Ratification & Communication:

This policy was ratified by the Board of Management in December 2012 and communicated to parents thereafter.

Review Timetable: This complaint procedure shall be reviewed on a needs basis.