



Derryooper National School Policies

Roll Number: 17547R

Patron: Most Rev. Michael Duignan, Bishop of Clonfert

Chairperson: Fr. Kieran O'Rourke P.P.

Phone: 0860483344

Principal: Padraig Lohan

Derryooper National School Grievance Procedures

1. Introduction

This **Grievance Procedures Policy** provides a structured framework to facilitate **parents/legal guardians** in raising concerns or complaints regarding their child's education in a **fair, transparent, and respectful manner**. It ensures compliance with **Section 28 of the Education Act 1998** and aligns with the **Parental Complaints Procedure** agreed upon by the Irish National Teachers' Organisation (INTO) and primary school management bodies.

A copy of this policy is available on the **Derryooper National School website** and on request from the school office. This procedure comes into effect on **1st January 2024**.

2. Legal Framework & Compliance

This policy is based on:

- *Education Act 1998 (Section 28)*
- *CPSMA & INTO Parental Complaints Procedure 2023*
- *Department of Education Guidelines on School Governance*
- *Data Protection Act 2018 (GDPR Compliance)*

3. Purpose & Objectives

The objectives of this policy are to:

1. Provide an **open, structured, and clearly defined process** for resolving complaints.
2. Foster **positive and constructive relationships** between parents and the school.
3. Ensure **grievances are handled in a fair, timely, and professional manner**.
4. Preserve **mutual respect and cooperation** between parents, teachers, and staff.

4. Relationship to School Ethos

Derryoover National School promotes **positive home-school relationships** and **mutual respect** among all members of the school community. This policy contributes to a **safe, collaborative, and respectful environment**, supporting the overall well-being and education of pupils.

5. Scope of the Grievance Procedure

This procedure applies to:

- **Concerns or complaints by parents/legal guardians** regarding their child's experience in school.
- **Issues related to classroom instruction, behaviour, or school environment.**
- **General school operational concerns.**

This procedure **does not apply** to:

- **Matters of professional competence**, which are to be referred to the Department of Education.
- **Complaints that are frivolous, vexatious, or unrelated to school operations.**
- **Legal matters or grievances that have a separate statutory complaints process.**

6. Stages of the Grievance Procedure

This policy outlines a **four-stage process** to resolve complaints in a **timely and constructive manner**.

Stage 1: Informal Resolution with the Teacher

- Parents should first discuss concerns **directly with the relevant teacher**.
- The teacher will **listen, clarify, and attempt to resolve the issue**.
- If unresolved, the issue moves to Stage 2.

Stage 2: Written Complaint to the Principal

- Parents/legal guardians submit a **written complaint** to the **Principal**.
- The Principal **investigates and responds** within **10 school days**.
- If the issue remains unresolved, it escalates to Stage 3.

Stage 3: Referral to the Board of Management

- A **formal written complaint** is submitted to the **Chairperson of the Board of Management**.
- The Board will review the case and **respond within 20 school days**.
- The Board may **meet with the involved parties** to seek resolution.
- A final decision is communicated to all parties.

Stage 4: Appeal Process

- If unsatisfied with the Board's decision, parents may appeal to **external agencies** such as the **Ombudsman for Children** or the **Department of Education**.

7. Procedural Guidelines

- **Complaints must be made in writing** (email or letter) and signed by the parent/legal guardian.
- Anonymous or collective complaints **will not be processed**.
- Complaints should be raised **in a timely manner**, ideally while the pupil is still in the relevant class.
- All complaints will be handled **confidentially and respectfully**.
- The **Board of Management is the final decision-making body** within the school complaints procedure.

8. Success Criteria

The effectiveness of this policy will be assessed based on:

1. **Efficient and timely resolution of complaints.**
2. **Positive feedback from parents, teachers, and school staff.**
3. **Maintaining a respectful and cooperative school environment.**
4. **Periodic review and updates based on emerging issues.**

9. Monitoring & Review

- This policy will be **reviewed annually** by the **Board of Management**.
- Feedback from **parents, staff, and stakeholders** will be considered.
- Updates will be made to ensure compliance with **best practices and legal requirements**.

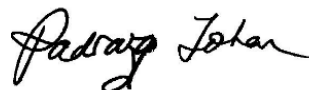
10. Approval & Signature Page

This **Grievance Procedures Policy** has been prepared by the **Principal** and approved by the **Board of Management**.

Signed:

Chairperson, Board of Management: _____

Principal, Derryoover National School:



Date:

19 February 2025
