

SUNCROFT NATIONAL SCHOOL

Policy Number: 24 - APPOINTMENTS PROCEDURE

REV: 3

The INTO and CPSMA reached agreement for dealing with complaints by parents against teachers, as outlined below:

A parent who wishes to raise a concern should do so in writing to the class teacher with a view to resolving the concern. The teacher should reply to this within 2 school days. If this does not resolve the issue, the teacher may arrange a meeting with the parent. All such meetings will have 2 teachers in attendance.

Where the parent/guardian is unable to resolve the issue with the class teacher, he/she should write to the Principal with regards to the issue and the subsequent meeting with the class teacher. The Principal should write to the parents with a view to resolving the issue.

If the issue is still unresolved, and the parent/guardian wishes to pursue the matter further, he/she should lodge the complaint in writing with the Chairperson of the Board of Management. The Chairperson will then follow guidelines in an effort to have the matter resolved.