Scoil Bhride, St. Brigid’s N.S.

Crochta na Greine, Suncroft,

Currach, Curragh,

Co. Cill Dara. Co.Kildare.

Guthan: 045/441041 Phone: 045/441041

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Principal: Deputy Principal:

Mr. John Goff Ms. Louise Carroll

Roll Number: 18031k

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**Policy No:24 COMPLAINTS 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.