

Parental Complaints Procedures

Introduction

As a school community, we are committed to upholding the Catholic ethos, our school mission statement and our vision for the school in all our dealings with pupils, parents, one another and with the wider community in which our pupils live. For that reason, we will try to prevent or minimise the need for complaints where this is possible.

However, given that our community is made up of human beings and that mistakes can be made, we will approach these issues in a spirit of mutual respect and tolerance for the benefit of all.

Rationale

This policy is being reviewed following the Revised Parental Complaints procedures issued in December 2023 by the INTO and the management bodies of primary schools including Catholic Primary School Management Association CPSMA.

It is the policy of the Board of Management to ensure that parents/guardians with complaints/concerns are dealt with promptly and fairly and that matters will be investigated appropriately. It is the Board's policy to support the resolution of all complaints/concerns. The school promotes an open door policy for addressing parental concerns and most concerns and complaints are resolved on an informal basis.

However, occasionally an issue cannot be addressed in this way and in these circumstances, you can formally refer the grievance to the Board of Management.

Aims/Objectives

- To foster fruitful and trusting relationships between school and parents
- To afford parents an opportunity to express opinions/grievances through a framework of a defined procedure.
- To minimise the opportunity for conflict by providing parents an opportunity to liaise with the class teacher.

Relationship to Characteristic Spirit of the School

In keeping with the mission statement of Herbertstown N.S., this policy reflects the desire to promote and maintain a healthy and positive work environment for the whole school community.

Review

The Policy will be evaluated on an ongoing basis by representatives from the whole school community and will be reviewed every three years.

Ratification and Communication

The Policy was presented to the Board of Management for ratification.