## Formal Stage 1

## Discussion

#### 1.1 Parent/guardian meets teacher

A parent/legal guardian who be convened as appropriate. resolving the complaint. Further teacher concerned with a view to seek an appointment with the respect of their own child, should, wishes to make a complaint in meetings with the teacher can

#### 1.2 Parent/guardian meets Principal

Where the parent/legal guardian by the Principal as appropriate. a view to resolving the complaint. appointment with the Principal with is unable to resolve the complaint Further meetings can be convened with the teacher, they should seek an

#### meets Chairperson 1.3 Parent/guardian

as appropriate. be convened by the Chairperson unresolved, the parent/legal guardian the complaint. Further meetings can Management with a view to resolving the Chairperson of the Board of should seek an appointment with Where the complaint remains

### Complaint resolved

resolved during this stage The complaint may be

### Written Formal Stage 2

## (10 days)

#### sent to Chairperson 2.1 Written complaint

of the Board of Management in writing to the Chairperson should submit the complaint This commences stage 2. to pursue the matter further legal guardian who wishes resolved at stage 1, the parent/ If the complaint has not been



written statement. At this meeting,

to either stage 3.2 or 3.3 the Board can decide to proceed within 10 days of receipt of this should make a formal report of this fact. The Chairperson the Chairperson in writing the matter, they should inform legal guardian wishes to pursue following stage 2 and the parent/

to the Board of Management

teacher against whom the complaint copy of the written complaint to the The Chairperson should provide a has been made, without delay.

#### convenes meeting(s) 2.3 Chairperson

the board considers that: be concluded at this stage, if Where the Board considers the

The complaint is

frivolous/vexatious;

complaint, the process may

3.2 Complaint concluded

by the Chairperson with the teacher/ or more meetings to be convened parent/legal guardian and other The Chairperson should seek to appropriate by the Chairperson. school personnel as deemed stage 2.1. This may require one days of the commencement of legal guardian within <u>10 school</u> the teacher and the parent/ resolve the complaint between

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The complaint has already been investigated by the board;

### Complaint resolved

resolved at this stage. The complaint may be

### 3.1 Chairperson makes a **Board of Management**

Formal Stage 3

If the complaint remains unresolved formal report to the Board

the teacher should be informed considered by the Board. all documents which are being teacher has been supplied with Chairperson must ensure the to a full hearing and the that the complaint is proceeding

the Board should arrange a a friend at any such meeting. legal guardian is entitled to be to be required. The parent/ guardian if it considers such meeting with the parent/legal accompanied and assisted by

of assistance and note taking. union representative, who may presentation of their case to the an opportunity to make a be accompanied for the purpose be represented by a friend or a Board. The teacher is entitled to

٩ the teacher should be shared with any third party. statement will be confidential the complaint. This written the employer in response to requested to supply a written to the employer and will not be statement to the board as

d) where recourse to law

has been in tiated.

a more relevant DE circular,

appropriately dealt with through The complaint is more

the meeting of the Board of (c) and (d) will take place within Management referred to in 3(b) 10 days of the meeting referred

five days of the Board meeting. should be so informed within stage, the parent/legal guardian complaint is concluded at this Where the Board determines the

(20 days)

# 3.3 Proceed to a hearing

should proceed as follows: to proceed to a hearing, it Where the Board decides

the teacher should be afforded

to in 3.1. in so far as possible.

#### Decision Formal Stage 4 (5 days)

### 4.1 Written decision

guardian(s) within five days of of the Board in writing to the should convey the decision the matter. The Chairperson provided and will adjudicate on complaint and the response from Chairperson the meeting held at stage 3.3. teacher and the parent/legal The Board will consider the

## 4.2 Complaint concluded

Board shall be final The decision of the