

Is fearr go mór do gach éinne go ndéanfaí aon ghearán a réiteach ag an leibhéal neamhfhoirmeálta

*It is preferable for all concerned that any complaint be resolved at the informal stage*

### Céim 1

- 1.1 Má's mian le tuismitheoir/caomhnóir gearán a dhéanamh ba cheart dó/di teagmháil a dhéanamh leis an múinteoir ranga lena mbaineann sé ar dtús chun an gearán a réiteach.
- 1.2 Sa chás nach féidir leis an tuismitheoir/caomhnóir teacht ar réiteach leis an múinteoir ranga, ba cheart dó/di dul i dteagmháil leis an bPríomhoide
- 1.3 Mura mbíonn réiteach ar an ngearán ina dhiaidh sin, ba cheart don tuismitheoir/caomhnóir an gearán a ardú le Cathaoirleach Bhord Bainistíochta na scoile.

### Céim 2

- 2.1 Má tá an gearán fós gan réiteach agus má's mian leis an tuismitheoir/caomhnóir an gearán a thógáil níos faide ba cheart dó/di an gearán a chur i scríbhinn chuig Cathaoirleach an Bhoird Bainistíochta.
- 2.2 Ba cheart don Chathaoirleach aird an mhúinteora atá i gceist a dhíriú ar an ngearán scríofa agus gach iarracht a dhéanamh cúrsaí a réiteach idir na páirtithe taobh istigh de 5 lá den ghearán scríofa a bheith faighte.

### Céim 3

- 3.1 Mura mbíonn an gearán réitithe ar bhonn neamhfhoirmeálta, ba chóir don Chathaoirleach; faoi réir údarás an Bhoird agus i gcásanna go gceapann an Cathaoirleach go mbeidh údarás ón mbord ag teastáil:
  - a) Cóip den ghearán scríofa a chur ar fáil don mhúinteoir;
  - b) Cruinniú a eagrú leis an múinteoir agus, má's cuí, leis an bPríomhoide chun teacht ar réiteach ar an ngearán. Ba cheart don chruinniú seo tarlú taobh istigh de 10 lá ón ngearán scríofa a bheith faighte.

### Céim 4

- 4.1 Mura mbíonn an gearán réitithe ba chóir don Chathaoirleach an cás a thuairisciú don Bhord taobh istigh de 10 lá ón chruinniú in 3.1 (b).
- 4.2 Má fhaigheann an Bord nach bhfuil bunús leis an ngearán, ba cheart é seo seo a chur in iúl don mhúinteoir agus don ghearánaí taobh istigh de 3 lá ón gcruinniú Boird.
- 4.3 Má fhaigheann an Bord go bhfuil bunús leis an ngearán nó go bhfuil gá le breis fiosrúcháin a dhéanamh ar an gcás, leantar na céimeanna seo a leanas:
  - a) Ba chóir a chur in iúl don mhúinteoir go bhfuil an fiosrúchán ag dul ar aghaidh go dtí an chéad chéim eile.
  - b) Ba chóir aon fhianaise i scríbhinn a thacaíonn leis an ngearán a chur ar fáil don mhúinteoir.
  - c) Ba chóir iarraidh ar an mhúinteoir ráiteas i scríbhinn a chur ar fáil don Bhord mar fhreagra ar an ngearán.
  - d) Ba chóir an deis a thabhairt don mhúinteoir cur i láthair a dhéanamh don Bhord. Beidh sé de cheart ag an mhúinteoir duine a bheith éineacht leis/leí mar chomhluadar agus mar chabhair ag aon chruinniú.
  - e) Tionólfar an cruinniú den Bhord Bainistíochta a luaitear in (d) taobh istigh de 10 lá ón gcruinniú a luaitear in 3.1(b).

### Céim 5

- 5.1 Nuair atá fiosrúchán an Bhoird críochnaithe, ba chóir don Chathaoirleach cinneadh an Bhoird a chur, i scríbhinn, chuig an mhúinteoir agus chuig an ngearánaí, taobh istigh de 5 lá ón gcruinniú Boird.
- 5.2 Ní bheidh aon dul thar chinneadh an Bhoird.

**Stage 1**

1. A parent/guardian who wishes to make a complaint should, unless there are local arrangements to the contrary, approach the class teacher with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher s/he should approach the principal with a view to resolving it.
3. If the complaint is still unresolved the parent/guardian should raise the matter with the chairperson of the board of management with a view to resolving it.

**Stage 2**

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further s/he should lodge the complaint in writing with the chairperson of the board of management.
2. The chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within five days of receipt of the written complaint.

**Stage 3**

1. If the complaint is not resolved informally, the chairperson should, subject to the general authorisation of the board and except in those cases where the chairperson deems the particular authorisation of the board to be required:
  - a) supply the teacher with a copy of the written complaint; and
  - b) arrange a meeting with the teacher and, where applicable, the principal teacher with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

**Stage 4**

1. If the complaint is still not resolved the chairperson should make a formal report to the board within 10 days of the meeting referred to in 3(b).
2. If the board considers that the complaint is not substantiated the teacher and the complainant should be so informed within three days of the board meeting.
3. If the board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:
  - a) the teacher should be informed that the investigation is proceeding to the next stage;
  - b) the teacher should be supplied with a copy of any written evidence in support of the complaint;
  - c) the teacher should be requested to supply a written statement to the board in response to the complaint;
  - c) the teacher should be afforded an opportunity to make a presentation of case to the board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting;
  - d) the board may arrange a meeting with the complainant if it considers such to be required. The complainant would be entitled to be accompanied and assisted by a friend at any such meeting; and
  - e) the meeting of the board of management referred to in (d) and (e) will take place within 10 days of the meeting referred to in 3(b).

**Stage 5**

1. When the board has completed its investigation, the chairperson should convey the decision of the board in writing to the teacher and the complainant within five days of the meeting of the board.
2. The decision of the board shall be final.