

What To Do If You or Your Child Has a Problem

Sometimes, no matter how hard we try, a problem will arise that needs to be sorted out. The procedure listed below has been agreed nationally and it is the procedure that we use in this school to sort out any difficulties. Thankfully, we very rarely need to go past No. 1 or No. 2 as most problems can be sorted out fairly quickly when adults sit down and have a reasonable conversation with each other. So, if you or your child has a problem, this is what you need to do:

1. Make an appointment to see the class teacher.

Problem solved? *Yes* - procedure finished *No* - Go to next step

2. Make an appointment to see the school principal

Problem solved? *Yes* - procedure finished *No* - Go to next step

3. Make an appointment to see the chairperson of the Board of Management

Problem solved? *Yes* - procedure finished *No* - Go to next step

4. Lodge a complaint in writing with the chairperson of the Board of Management

Problem solved? *Yes* - procedure finished *No* - Go to next step

5. Chairperson makes a formal report to the Board of Management

Problem solved? *Yes* - procedure finished *No* - Go to next step

6. The Board determines whether or not the complaint is substantiated.

Problem solved? *Yes* - procedure finished *No* - Go to next step

7. The Board conducts an investigation

The Board makes a decision and informs the parent/guardian and the person against whom the complaint was made in writing of its decision. The decision of the Board shall be final.