



Próiseas ghearáin tuismitheoirí faoi mhúinteoirí

Más rud é go bhfuil difríocht idir a bhfuil scríofa as Gaeilge agus as Béarla sa pholasaí seo, glactar leis an leagan Gaeilge mar an leagan cruinn agus an leagan Béarla mar aistriúchán.

Céim 1

- 1.1 Más mian le tuismitheoir/ caomhnóir gearán a dhéanamh ba cheart dó / di teagmháil a dhéanamh leis an múinteoir ranga leis an ngearán a réiteach.
- 1.2 Sa chás nach féidir leis an tuismitheoir / caomhnóir an gearán a réiteach leis an múinteoir ranga, ba chóir dó/di teagmháil a dhéanamh leis an bPríomhoide chun an gearán a réiteach.

Céim 2

- 2.1 Má tá an gearán fós gan réiteach agus más 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 i gceist a dhíriú ar an ngearán scríofa agus gach iarracht a dhéanamh cúrsaí a réiteach idir na páirtithe taobh istigh de chúig 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 shocrú 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 tuairisc foirmeálta a chur os comhair an Bhoird taobh istigh de 10 lá den chruinniú in 3.1 (b).
- 4.2 Más é tuairim an Bhoird go bhfuil an gearán gan substaint ba chóir seo a chur in iúl don mhúinteoir, don ghearánaí taobh istigh de 3 lá den chruinniú Boird.
- 4.3 Más é tuairim an Bhoird go bhfuil substaint leis an ngearán nó gur ghá é a iniúchadh níos mó, gníomhaítear mar a leanas:
 - a) Ba chóir cur in iúl don mhúinteoir go bhfuil an iniúchadh / fiosrúcháin ag dul ar aghaidh go dtí an chéad chéim eile.
 - b) Ba chóir aon fhianaise i scríbhinn mar thacaíocht ar an ngearán a chur ar fáil don mhúinteoir.
 - c) Ba chóir iarraidh ar an múinteoir 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 / léiriú a dhéanamh don Bhord. Bheadh an múinteoir i dteideal comhghleacaí a bheith in éineacht leis/léi mar chomhluadar agus mar chuiditheoir ag aon chruinniú dá leithéid.
 - e) Tionólfar an cruinniú den Bhord Bainistíochta a luaitear in (d) agus (e) taobh istigh de 10 lá den chruinniú a luaitear in 3.1(b).

Céim 5

- 5.1 Nuair atá fiosrúcháin an Bhoird curtha i gcrích ba cheart go gcuirfeadh an Cathaoirleach cinneadh an Bhoird i scríbhinn chuig an múinteoir agus chuig an gearánaí taobh istigh de chúig lá ón gcruinniú Boird.
- 5.2 Ní bheidh aon dul thar chinneadh an Bhoird.

Gearáin faoin bPríomhoide- déanta ag tuismitheoirí

Déileálfaidh an Príomhoide go díreach le gearáin ó tuismitheoirí agus ó dhaltaí sa chéad áit, chun an gearán a réiteach go neamhfhoirmeálta agus go cairdiúil más féidir. Má tá an gearánaí fós mí-shona nó má mhothaíonn sé/sí gur pléadh leis an ngearán ar bhealach mí-chothrom, féadfar an gearán a chur i scríbhinn chuig Cathaoirleach an Bhoird Bainistíochta



Procedures to be followed by parents when they have a complaint

Should there be any discrepancy between the Irish and English in this policy, it is accepted that the Irish is the correct version and the English is provided as a translation.

Stage 1

- 1.1 *A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.*
- 1.2 *Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the Principal with a view to resolving it.*

Stage 2

- 2.1 *If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the Board of Management.*
- 2.2 *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 5 days of receipt of the written complaint.*

Stage 3

- 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

- 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 3.1 (b)*
- 4.2 *If the Board considers that the complaint is not substantiated the teacher and the complainant should be so informed within 3 days of the Board meeting.*
- 4.3 *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;*

- d) *The teacher should be afforded an opportunity to make a presentation of the case to the Board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting;*
- 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 3.1 (b)*

Stage 5

- 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 5 days of the meeting of the Board.*
- 5.2 *The decision of the Board shall be final.*

Complaints about the principal - Made by parents or pupils

Complaints coming from parents or pupils will be dealt with directly by the principal in the first instance, in order to resolve the issue informally and amicably if possible. If the complainant is unhappy or feels that the complaint has been dealt with unfairly, the complaint may be outlined in writing to the Chairperson of the Board of Management.