



Scoil Chormaic Community National School

Complaints Procedure

1. The parent should see the teacher by appointment at the earliest opportunity. The issue will usually resolved to the satisfaction of both parties.
2. If the parent is still dissatisfied, he/she should, by appointment, bring the matter to the attention of the Principal, who having listened to both sides will try to settle the issue to the satisfaction of both parent and teacher.
3. If the complaint is still unresolved and the parent wishes to pursue the matter further, he/she should lodge the complaint in writing to the Single Manager of Scoil Chormaic Community National School, who will seek to resolve the matter between both parties.
4. Under normal circumstances each stage should be completed within ten working days.
5. Should the complaint need to be brought outside of the school, Scoil Chormaic Community National School will then adopt procedures as detailed on the Department of Education and Skills website. (www.education.ie).