



## **Nós-Imeachta Gearáine** *Complaints Procedures Policy*

### **Réamhrá** *Introduction*

Is bunscoil comhoideachais, idir-chreidmheach, lán-Ghaeilge í Gaelscoil an Chuilinn, faoi phátrúntacht an Fhorais Phatrúnachta. Cuireadh an polasaí seo le chéile trí phróiséis comhoibríthe idir foireann múinteoireachta na scoile, an Bord Bainistíochta agus Coiste na dTuismitheoirí. Cuireadh le chéile an polasaí seo chun eolas a thabhairt faoi chúrsaí gearáine a láimhseáil i nGaelscoil an Chuilinn.

*Gaelscoil an Chuilinn is a co-educational, Inter-demoninational, all-Irish primary school under the patronage of the Foras Patrúnachta. This policy was formulated through a process of collaboration between the teaching staff of the school, an Bord Bainistíochta agus Coiste na dTuismitheoirí. It was created to provide parents with information regarding complaints procedures in Gaelscoil an Chuilinn.*

Dá mba 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.

*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.*

### **Treoirlínte** *Guidelines*

Mar phobal scoile, déanfaimid gach aon iarracht gan cúiseanna gearáin a chothú ach tuigimid gur daoine daonna muid ar fad agus ‘nach mbíonn saoi gan locht’. Déanfaimid iarracht deighleáil le gearáin ar bith, le meas agus lamháltais againn dá chéile agus ar mhaithe le cách. Tuigimid an gá le próiséis a bheith ann i leith gearáin ar bith, mar sin déanann an polasaí seo iarracht modh gearáin a leagadh amach go soléir chun deighleáil le

- Gearáin ar an bhfón
- Gearáin faoi mhúinteoirí
- Gearáin faoin bpríomhoide

- Gearáin faoi chuntóirí riachtanais speisialta (CRS)
- Gearáin faoi dhaltaí
- Gearáin faoi Thuismitheoirí
- Gearáin faoin bhfoireann tacaíochta, ionadaithe & baill fóirne páirt-aimseartha

*As a school community, we are committed to upholding the ethos of our patron An Foras Patrúnachta, our school mission statement and our vision for the school in all our dealings with pupils, parents, one another and with the wider community in which our pupils live. For that reason, we will try to prevent or minimise the need for complaints where this is possible. However, given that we are all human and that mistakes can be made, we will approach these issues in a spirit of mutual respect and tolerance for the benefit of all.*

*This policy seeks to outline our approach to dealing with the following:*

- *Telephone complaints*
- *Complaints about teachers*
- *Complaints about the principal*
- *Complaints about special needs assistants (SNAs)*
- *Complaints about pupils*
- *Complaints about parents*
- *Complaints about ancillary staff, substitutes & part-time staff*

## **Gearáin ar an bhFón** *Telephone Complaints*

Má fhreagraíonn aon duine ach amháin an P.O. an guthán, déileálfar le gearáin ar an bhfón trí ainm an ghearánaí a lorg ar an toirt, a g(h)aol leis an scoil agus ábhar an ghlaoch, sula dtabharfar na sonraí seo don Phríomhoide. Ní lorgófar aon sonraí breise, nó ní dhéanfar aon phlé leis an ngearánaí thar an ngutháin, ach amháin an Phríomhoide. Déanfaidh an P.O. cinneadh ar bhonn cás i ndiaidh cáis, labhairt leis an ngearánaí ar an bpointe nó an scéal a fhiosrú i dtosach báire.

*If answered by personnel other than the principal, telephone complaints will be dealt with by asking for the name of the complainant, his/her relationship to the school and what the call is in connection with, before passing these details on to the principal. No further details will be sought, nor will the complainant be engaged with over the phone, except by the principal teacher. The principal will decide on a case by case basis, whether to talk to the complainant immediately or to investigate the matter first.*

## **Próiseis ghearáin tuismitheoirí faoi mhúinteoirí** *Parental Complaints Procedure*

Glacann Board Bainistíochta Ghaelscoil an Chuilinn leis an Modh Gearain Oifigiúil atá leagtha amach agus aontaithe ag na Ceard Chumainn na Múinteoirí. Modh í seo chun deighleáil le gearáin a bheadh ag tuismitheoirí i leith múinteoir mar atá molta i cuid 28 den Acht Oideachais 1998. Tá Cúig chéim sa phróiseis seo.

*The Board of Management of Gaelscoil an Chuilinn has adopted the Official Complaints' Procedures of the Irish National Teachers Organisation (I.N.T.O.). These procedures outline how to deal effectively with complaints that parents may have in relation to teachers as advised in the Education Act 1998. There are five steps in this process.*

### Céim 1

- 1.1 Más mian le tuismitheoir /caomhnóir gearán a dhéanamh ba cheart dó/di teagmháil a dhéanamh leis an múinteoir ranga ar dtús leis an ngearán a réiteach.
- 1.2 Sa chás nach féidir leis an tuismitheoir/caomhnóir teacht ar réiteach leis an múinteoir ranga, ba cheart dó /di teagmháil a dhéanamh leis an bPríomhoide d'fhonn an gearán a réiteach.
- 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.

### 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 Teacher with a view to resolving it.*
- 1.3 *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.*

### 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 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.

### 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.*

### 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 más cuí, leis an bPríomhoide d'fhonn teacht ar réiteach ar an ngearán. Ba cheart dó seo tarlú taobh istigh de 10 lá ón ngearán scríofa a bheith faighte.

### 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.*

### 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 tuairm an Bhoird go bhfuil an gearán seo gan substaint, ba choir é seo a chur in iúl don mhúinteoir agus don ghearánaí taobh istigh de 3 lá den chruinniú Boid.

4.3 Más é tuairm an Bhoird go bhfuil substaint ag baint leis an ngearán agus gur ghá níos mó iniúchadh a dhéanamh ar an gcás, gníomhaítear mar a leanas:

- a) Ba chóir a chur in iúl don mhúinteoir go bhfuil an iniúchadh/ fiosrúchán 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 duine dá rogha féin a bheith in éineacht leis/leí mar chomhlúadar agus mar chuiditheoir ag aon chruinniú dá leithéid.

- e) Tionólfar an cruinniú den Bhord Bainistíochta a luaitear in (d) taobh istigh de 10 lá den chruinniú a luaitear in 3.1(b).

#### 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 person of their own choosing at any such meeting;*
- e. *The meeting of the Board of Management referred to in (d) will take place within 10 days of the meeting referred to 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 ngearánaí taobh istigh de 5 lá ón gcruinniú Boird.

5.2 Ní bheidh aon dul thar chinneadh an Bhoird.

#### 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.*

### **Gearáin faoin bPríomhoide- déanta ag tuismitheoirí nó daltaí**

#### *Complaints about the Principal - Made by parents or pupils*

Déanfaidh an príomhoide plé 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

*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.*

### **Gearáin faoi Mhúinteoirí ó dhaltaí** *Complaints about Teachers from Pupils*

- Má dhéanann dalta gearán faoi mhúinteoir le múinteoir eile, rachaidh an múinteoir (sin) gur déanadh an gearán leo i dteagmháil le múinteoir an dalta. Déanfaidh múinteoir an dalta cinneadh ansin an cás a láimhseáil é/í féin nó é a chur ar aghaidh chuig an bpríomhoide. I ngach cás, caithfear an príomhoide a chur ar an eolas faoin ngearán agus caithfidh an múinteoir agus an príomhoide taifead scríofa a choinneáil den ghearán.
- Má dhéanann dalta gearán faoina m(h)úinteoir leis an bpríomhoide, éistfear leis, coinneofar nótaí de, agus míneofar don dalta go labhróidh an príomhoide leis an múinteoir ranga chun an cás/fhadhb a réiteach. I ngach cás, tar éis don phríomhoide imscrúdú a dhéanamh agus an gearán a phlé leis an múinteoir agus an dalta, má cheapann an príomhoide go bhfuil an gearán mícheart nó go raibh sé díoltasach ar pháirt an dhalta, tá seans ann go dtabharfar cuireadh do thuismitheoirí/caomhnóirí an dalta chun na scoile chun an gearán a phlé.
- *If a complaint about a teacher comes from a pupil to another teacher, the teacher to whom the complaint is made will refer to the pupil's teacher. This teacher will then decide whether to deal with the matter her/himself or to refer it to the principal. In either case, the principal should be informed of the circumstances and a written record kept by both the teacher concerned and the principal*
- *If the complaint about a teacher comes from a pupil to the principal, it will be listened to, notes taken and the pupil will be advised that the matter will be discussed with the teacher concerned with a view to resolving the issue. In either case, if the complaint is deemed by the principal, after investigation and discussion with both the pupil and teacher, to be wrong or vindictive on the part of the pupil, the parents or guardian of the pupil may be invited to the school to discuss the matter.*

### **Gearáin faoi Chuntóir Riachtanas Speisialta (CRS)**

#### *Complaints about Special Needs Assistants (SNAs)*

- Rachaidh an múinteoir ranga i ngleic le gearáin atá déanta ag thuismitheoirí faoi chuntóir riachtanais speisialta agus déanfar gach iarracht an deacracht a réiteach go cairdiúil.

- Má tá gearán le déanamh faoi chúntóir riachtanais speisialta ag an múinteoir ranga, rachaidh an múinteoir féin i ngleic leis trí labhairt leis an gcúntóir faoin bhfadhb chun teacht ar réiteach. Muna dtagann siad ar réiteach sásúil, cuirfear an príomhoide ar an eolas faoi.
- *Complaints coming from parents will be dealt with directly by the class teacher who will try to resolve the difficulty amicably*
- *Complaints about the SNA coming from the class teacher will be dealt with in the first instance by the teacher approaching the SNA with a view to resolving the issue. If the matter cannot be resolved satisfactorily, it will be brought to the attention of the principal.*

## **Gearáin faoi Daltaí**      *Complaints about Pupils*

- Má tá gearáin ag tuismitheoir faoi dhaltá eile is gá dóibh an gearán a chuir in iúl don mhúinteoir ranga i dtús báire, agus an príomhoide ansin más gá mar atá leagatha amach sa chód iompair agus sa pholasáí frith-bhulaíochta. NÍL CEAD ag tuismitheoir dul chun cainte leis an dalta iad féin.
- Má ta gearáin ag daltaí faoi dhaltá eile is é/í an múinteoir ranga a dhéanann deighleáil leis agus an príomhoide ina dhiaidh sin, más gá.
- *Complaints made about pupils by other parents will be handled by the class teacher in the first instance and the principal if thought necessary, through the procedures set out in the Code of Behaviour and the Anti-Bullying Policy. Under no circumstances should a parent approach a child to deal with complaints other than their own child in the school.*
- *Complaints made about pupils by other pupils will be handled by the teacher to whom the complaint is made in the first instance and by referring the matter to the principal if considered necessary.*

## **Gearáin ag Múinteoirí faoi Thuismitheoirí** *Complaints from Teachers about Parents*

Is gá do na múinteoirí an próiseas oifigiúil a leanúint tré' ghearán a dhéanamh leis an bpríomhoide ar dtús. Muna bhfuil an múinteoir sásta le freagra/moladh an phríomhoide is féidir dul ar aghaidh go Céim a 2 - Litir a scríobh chuig an Bord Bainistíochta.

*Teachers will follow the Complaints Procedure by referring the complaint to the Principal in the first instance. If the teacher is unhappy about the Principal's response or recommendation, Stage 2 of the Complaints Procedure may be invoked.*

## **Gearáin faoin bhFoireann Tacaíochta & Múinteoirí Ionaid** *Complaints about Ancillary Staff and Substitute Teachers*

Cuirfear an príomhoide ar an eolas faoin ngearán a rachaidh an príomhoide díreach i dteagmháil leis an mball foirne nó an múinteoir ionaid chun teacht ar réiteach.

*These will be referred to the principal who will approach the staff member directly in order to resolve the issue.*

## **Gearáin faoi Chuirteoirí a thagann chun na scoile**

### *Complaints about Visitors to the school*

- Má bhíonn gearáin ag éinne mar gheall ar chuirteoirí a thagann chun na scoile - mar shampla déagóirí ar thaithí oibre, mac léinn ar chleachtadh múinteoireachta, cuairteoirí ó ghníomhaireachtaí eile; cuirfidh an gearánach an príomhoide ar an eolas faoin ngearán ar an gcéad dul síos.

- Muna thagtar ar réiteach ag an gcéim seo, cuirfear comhlacht bainistíochta an chúirteora ar an eolas faoin ngearán ' .

- *In the case of visitors to the school - e.g. students on work experience, students on teaching practice, visiting members of other agencies; the complainant will refer the issue to the principal in the first instance*

- *If not resolved at this stage, the issue will be referred to the management body dealing with the worker with a view to resolving the issue.*

## **Coimhlint Inmheánach *Internal Conflict issues***

Faoi réir misean agus éiteas na scoile, déanfaidh baill foirne gach iarracht coimhlint inmheánach/ eachtraí atá gaolta leis an gcoimhlint seo, a shocrú ar bhonn cairdiúil idir na páirtithe i gceist. Má theipeann ar an bpróiseas seo áfach:

- Feidhmeoidh ionadaí foirne CMÉ mar liaison idir baill foirne nó idir an fhoireann agus an bhainistíocht, 'sna cásanna seo.
- Déanfar clárú ar an bhfadhb agus déanfar teangabháil leis na páirtithe atá i gceist.
- Éistofar le gach éinne agus léireofar meas orthu.
- Déanfaidh gach duine i gceist iarracht teacht ar réiteach na faidhbe agus bogadh ar aghaidh
- Usáidfear idirghabhálaí neamhspleách leis an gcoimhlint a réiteach, más gá.
- Muna bhfuil teacht ar réiteach leanfar an próiséis gearáin

*In keeping with the mission and ethos of the school, staff members will seek to resolve internal conflict issues amicably between those concerned. However, if this process fails:*

- *The INTO staff representative will act as liaison between staff members or between staff and management in these instances*



- *The issue will be named and communication will be facilitated with all parties involved*
- *Everyone involved will be listened to and respected*
- *All parties will work towards a resolution of the conflict and move on*
- *If necessary, an independent facilitator may be engaged to help resolve the conflict*
- *If the issue is not resolved, grievance procedures may be followed.*

## **Próisis ghearáin do thuismitheoirí nó foireann scoile faoi thuismitheoirí nó daoine fásta eile**

### *Complaints from parents or school staff about parents or other adults*

Má tá aighneas nó gearáin idir beirt daoine fásta, iarrtar ar na thuismitheoirí an gearán a réiteach go neamhfhoirmeálta agus go cairdiúil eatarthu féin. Má bhíonn coimhlint idir beirt tuistí agus má dhéantar bagairt ó bhéal nó ionsaí d'aon sórt ar shuíomh na scoile, molfar glaoch a chur ar na Gardaí. Má leanann an faidhb, tá sé de cheart ag Cathaoirleach Bord Bainistíochta na scoile iarr ar na tuistí cuí fanacht de shuíomh na scoile go bhfuil réiteach faighte acu ar an bhfaidhb.

*Should issues arise between two adults (parents, school staff or otherwise) on the school grounds, they are asked to resolve these issues informally between themselves in a friendly manner. Should any form of conflict or assaults, verbal or otherwise, occur on the school site, a warning shall be given to the individual(s) in question. They may also be advised to call the Garda if assistance is required and to lodge a formal complaint. Should these issues persist, post-warning, the Chairperson of the Board of Management has the right to ask to individual(s) in question to stay off the school site until these issues are deemed to be resolved by all parties concerned.*

## **Róil agus Freagrachtaí *Roles and Responsibilities***

Glacfaidh gach páirtí leasmhar atá bainteach le hoideachas na ndaltaí freagracht as an bpolasaí seo a chur i bhfeidhm.

*All stakeholders involved in the education of pupils will take responsibility for implementing the policy.*

## **Athbhreithniú (*Review*)**

Déanfar athbhreithniú ar an bpolasaí seo gach triú bliain.

*This policy will be reviewed every third year.*

## **Daingniú agus Cumarsáid (*Ratification and Communication*)**

Dhaingnigh an Bord Bainistíochta an polasaí ar an 27ú Aibreán 2016.  
Cuirfear cóip den pholasaí ar fáil do chách ar shuíomh idirlín na scoile.

*This policy was ratified by the Board of Management on April 27<sup>th</sup> 2016.  
A copy of the policy will be made available to all on our school website.*

Sínithe: \_\_\_\_\_ Dáta: \_\_\_\_\_  
Cathaoirleach