

Nós Imeachta Gearán

Nós Imeachta Gearán agus Gearáin Nós Imeachta Gearán ó Thuismitheoirí

Réasúnaíocht

Tá Bord Bainistíochta Scoil Chrónáin tar éis an Nós Imeachta Gearán a ghlacadh, arna chomhaontaigh ceadchumann múinteoirí agus bainistíochta, a sholáthraíonn meicníocht chun déileáil le gearáin tuismitheoirí i gcoinne múinteoir/ball foirne scoile mar atá leagtha amach in Alt 28 den Acht Oideachais 1998.

Gaol le hÉiteas Scoile

Cothaíonn an scoil cumarsáid dearfach idir an baile agus an scoil chun cinn agus déanann sí a dícheall féinmheas gach duine i bpobal na scoile a fheabhsú. Cuireann an polasaí seo leis na hidéil sin.

Tá an nós imeachta seo mar chuid dár gCód Iompair agus ba cheart é a léamh i dteannta an Chóid sin.

Aidhmeanna / Cuspóirí

- Caidrimh torthúla muiníneacha a chothú idir an scoil agus tuismitheoirí/caomhnóirí ár bpáistí scoile.
- Deis a thabhairt do thuismitheoirí tuairimí / gearáin a chur in iúl trí chóras nós imeachta sainithe
- An deis coinbhleachta a íoslaghdú trí dheis a thabhairt do thuismitheoirí idirchaidreamh a dhéanamh leis an múinteoir ranga

Réamhrá

Ní féidir leis an mBord Bainistíochta ach na gearáin sin faoi mhúinteoirí/ball foirne scoile atá scríofa agus sínithe ag tuismitheoirí / caomhnóirí daltaí a imscrúdú go foirmiúil, ach amháin sa chás go measann an Bord go bhfuil na gearáin sin:

- ábhair inniúlachta gairmiúla agus atá le tarchur chuig an Roinn Oideachais & Eolaíochta
- suaibhreasach nó cráiteach agus nach gcuireann isteach ar obair mhúinteora/ball foirne i scoil
- gearáin ina dtéann ceachtar páirtí i muinín an dlí nó nós imeachta eile atá ann cheana

Féadfar gearáin neamhscríofa nach bhfuil sna catagóirí thuas a phróiseáil go neamhfhoirmiúil mar atá leagtha amach i gcéim 1 den nós imeachta seo.

Céim 1

Ba chóir do thuismitheoir nó do chaomhnóir ar mian leis gearán a dhéanamh dul chuig an múinteoir ranga d'fhonn an gearán a réiteach.

Sa chás nach bhfuil an thuismitheoir nó an caomhnóir in ann an gearán a réiteach leis an múinteoir ranga, nó más gearán é faoi ball foirne nach múinteoir iad ba chóir dó / di dul chuig an bpríomhoide chun é a réiteach.

Mura bhfuil an gearán fós gan réiteach, ba cheart don thuismitheoir nó don chaomhnóir an cheist a ardú le Cathaoirleach an Bhoird Bainistíochta d'fhonn é a réiteach.

Céim 2

Mura bhfuil an gearán fós gan réiteach agus más mian leis an thuismitheoir nó an caomhnóir an cheist a shaothrú tuilleadh ba chóir dó / di an gearán a thaisceadh i scríbhinn le Cathaoirleach an Bhoird Bainistíochta.

Ba cheart don Chathaoirleach sonraí an ghearáin i scríbhinn a thabhairt chuig an mhúinteoir/ball foirne agus iarracht a dhéanamh an t-ábhar a réiteach idir na páirtithe laistigh de 5 lá oibre ón ngearán i scríbhinn a fháil.

Céim 3

Mura réitítear an gearán go neamhfhoirmiúil, ba cheart don gCathaoirleach, faoi réir údarú ginearálta an Bhoird agus ach amháin sna cásanna sin nuair a mheasann an Cathaoirleach go bhfuil gá le húdarú áirithe ón mBord:

- Cóip den ghearán i scríbhinn a sholáthar don mhúinteoir/ball foirne
- Cruinniú a eagrú leis an múinteoir/ball foirne agus, más gá, leis an bpríomhoide d'fhonn an gearán a réiteach. Ba cheart cruinniú den sórt sin a reáchtáil laistigh de 10 lá oibre ón ngearán i scríbhinn a fháil.

Céim 4

Mura réitítear an gearán go fóill, ba cheart don Chathaoirleach tuarascáil fhoirmiúil a thabhairt don Bhoird laistigh de 10 lá oibre ón gcruinniú dá dtagraítear i céim 3

Má mheasann an Bord nach bhfuil bunús leis an ngearán ba chóir an múinteoir/ball foirne agus an té a rinne an gearán a chur ar an eolas amhlaidh laistigh de 3 lá oibre ó chruinniú an Bhoird.

Má mheasann an Bord go bhfuil bunús leis an ngearán nó go bhfuil gá le tuilleadh imscrúdaithe air, leanfaidh sé ar aghaidh mar seo a leanas:

- Ba chóir a chur in iúl don mhúinteoir/ball foirne go bhfuil an t-imscrúdú ag dul ar aghaidh go dtí an chéad chéim eile
- Ba chóir cóip d'aon fhianaise i scríbhinn a thacaíonn leis an ngearán a sholáthar don mhúinteoir/ball foirne
- Ba chóir go n-iarrfaí ar an múinteoir/ball foirne ráiteas i scríbhinn a sholáthar don mBord mar fhreagairt ar an ngearán;

- Ba chóir deis a thabhairt don mhúinteoir/ball foirne an cás a chur i láthair an Bhoird. Bheadh an múinteoir/ball foirne i dteideal cara a bheith in éineacht leis ag aon chruinniú den sórt sin agus cúnamh a thabhairt dó;
- Tionólfar cruinniú an Bhoird Bainistíochta dá dtagraítear in thuas laistigh de 10 lá oibre ón gcruinniú dá dtagraítear i céim 3.

Céim 5

Nuair a bheidh a imscrúdú críochnaithe ag an mBord, ba cheart don gCathaoirleach cinneadh an Bhoird a chur in iúl i scríbhinn don mhúinteoir/ball foirne agus don ghearánach laistigh de 5 lá oibre ó chruinniú an Bhoird.

Is cinneadh críochnaitheach cinneadh an Bhoird.

Critéir Ratha

- Gearáin a réiteach go tapa agus go héifeachtúil
- Sásamh Tuismitheora / Múinteoirí
- Aiseolas dearfach ó phobail na scoile
- Athbhreithnithe ar bheartais scoile de réir mar a thagann ceisteanna chun cinn

Complaints Procedure

Complaints and Grievance Procedure

Parental Complaints Procedure

Rationale

The Board of Management of Scoil Chrónáin has adopted the Complaints Procedure, agreed by the teachers' union and management bodies, which provides a mechanism for dealing with parental complaints against a teacher as set out in Section 28 of the Education Act 1998.

Relationship to School Ethos

The school promotes positive home – school contacts and endeavours to enhance the self-esteem of everyone within the school community. The policy contributes towards those ideals.

This procedure forms part of our Code of Conduct and should be read in conjunction with that Code.

Aims/Objectives

- To foster fruitful and trusting relationships between school and parents

- To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure
- To minimize the opportunity for conflict by providing parents an opportunity to liaise with the class teacher

Introduction

Only those complaints about teachers/staff members which are written and signed by parents/guardians of pupils may be investigated formally by the Board of Management, except where those complaints are deemed by the Board to be:

- matters of professional competence and which are to be referred to the Department of Education & Science
- frivolous or vexatious and which do not impinge on the work of a teacher/staff members in a school
- complaints in which either party has recourse to law or to another existing procedure

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

Stage 1

A parent or guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.

Where the parent or guardian is unable to resolve the complaint with the class teacher, or where the complaint is against a non-teaching member of staff, she/he should approach the Principal with a view to resolving it.

If the complaint is still unresolved, the parent or guardian should raise the matter with the Chairperson of the Board of Management with a view to resolving it.

Stage 2

If the complaint is still unresolved and the parent or guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the Board of Management. The Chairperson should bring the precise nature of the written complaint to the notice of the teacher/staff members and seek to resolve the matter between the parties within 5 working days of receipt of the written complaint.

Stage 3

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:

- Supply the teacher/staff members with a copy of the written complaint; and

- Arrange a meeting with the teacher/staff members and, where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 working days of receipt of the written complaint.

Stage 4

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 Stage 3.

If the Board considers that the complaint is not substantiated the teacher/staff members and the complainant should be so informed within 3 working days of the Board meeting.

If the Board considers that the complaint is substantiated or that it warrants further investigation, it proceeds as follows:

- The teacher/staff members should be informed that the investigation is proceeding to the next stage;
- The teacher/staff members should be supplied with a copy of any written evidence in support of the complaint;
- The teacher/staff members should be requested to supply a written statement to the Board in response to the complaint;
- The teacher/staff members should be afforded an opportunity to make a presentation of the case to the Board. The teacher/staff members would be entitled to be accompanied and assisted by a friend at any such meeting;
- The meeting of the Board of Management referred to in above will take place within 10 working days of the meeting referred to in Stage 3.

Stage 5

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 working days of the meeting of the Board.

The decision of the Board shall be final.

Success Criteria

- Swift and efficient resolution of grievances
- Parent/Teacher/staff members satisfaction
- Positive school community feedback
- Reviews of school policies as issues arise