Revised Parental Complaints Procedure for Primary Schools

November 2023

The Parental Complaints Procedure provides parents and teachers with a structured and agreed format with which to seek resolution to grievances and complaints which can arise, from time to time, in schools. Based on the principles of fair procedures, the intention at each stage of the procedure is to provide a format for both parties to explore a resolution at the earliest opportunity.

The current Parental Complaints Procedure has been in place since 1993 and it is timely to revise and review it.

The Irish National Teachers’ Organisation (INTO) has engaged extensively with the primary management bodies on revising the existing nationally agreed parental complaints procedure. The parties to this agreement are the Catholic Primary Schools Management Association (CPSMA), the General Synod Board of Education of the Church of Ireland, Educate Together, An Fóras Pátrúnachta, Muslim Primary Education Board, and the National Association of Boards of Management in Special Education (NAMBSE).

The revised parental complaints procedure agreed by the INTO and the management bodies of primary schools is designed to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner, with a view to seeking an early resolution of the issue. The purpose of the revised procedure is for parents and legal guardian to engage constructively with schools where a concern arises and to have it addressed at local level in an efficient manner, in the best interests of all parties.

The revised procedure will come into effect for all parental complaints from January 1st 2024.