

PRÓISEAS GEARÁIN

(Complaints Procedure)

Gaelscoil na
Mara

PRÓISEAS GEARÁIN

Seo an próiseas atá le leanúint má bhíonn gearáin ag tuismitheoir.

CÉIM 1:

Déantar coinne agus téann an tuismitheoir chuig an múinteoir ranga chun iarracht a dhéanamh an gearán a réiteach.

CÉIM 2:

I gcás nach bhfuil an gearán réitithe leis an múinteoir ranga déantar coinne le bualadh leis an bpríomhoide chun iarracht a dhéanamh an gearán an réiteach.

CÉIM 3:

I gcás nach bhfuil an gearán réitithe leis an bpríomhoide déantar coinne le bualadh leis an gCathaoirleach chun iarracht a dhéanamh an gearán a réiteach.

CÉIM 4:

Mura bhfuil an gearán réitithe ag an bpointe seo is féidir leis an tuismitheoir an gearán a chur i scríbhinn chuig an gCathaoirleach don Bhord Bhainistíochta. Déanann an Cathaoirleach gach iarracht an gearáin a réiteach leis an múinteoir taobh istigh de chúig lá.

CÉIM 5:

Mura bhfuil an gearán réitithe go neamhfhoirmiúil tugann an cathaoirleach cóip den gearáin scríofa chuig an múinteoir agus eagraítear cruinniú leis an Múinteoir, an príomhoide agus an cathaoirleach taobh istigh de deich lá chun iarracht a dhéanamh an gearán a réiteach.

CÉIM 6:

Mura bhfuil an gearáin réitithe ag an bpointe seo cuireann an cathaoirleach an gearáin os comhair an bhoird Bainistíochta agus leanann siad leis an bpróiseas.

Is ionann cinneadh an bhoird agus deireadh an phróisis.

COMPLAINTS PROCEDURE

The following is the agreed procedure for processing complaints by parents.

STEP 1:

The parent makes an appointment and approaches the teacher with the view to resolving the complaint.

STEP 2:

Where the complaint is not resolved an appointment is made to approach the principal with a view to resolving the complaint.

STEP 3:

Where the complaint is not resolved with the principal an appointment is made to approach the Chairperson with a view to resolving the complaint.

STEP 4:

Where the complaint remains unresolved the parent may hand a written complaint to the chairperson. The chairperson brings the complaint to the notice of the teacher and seeks to resolve the matter within five days.

STEP 5:

If the complaint is not resolved informally the chairperson supplies the teacher with a copy of the written complaint and arranges a meeting with both the teacher and principal within ten days.

STEP 6:

If the complaint is still not resolved the chairperson takes the complaint to the Board of Management and they continue with the process.

The decision of the Board shall be final.