



Ahane National School,
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Principal: Siobhán Kennedy
Deputy Principal: Grace Ryan.

Revised Complaints Procedure

January 2024

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Introductory Statement

As a school community, we are committed to upholding the Catholic ethos, 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 our community is made up of human beings and that mistakes can be made, we will approach these issues in a spirit of mutual respect and tolerance for the benefit of all.

Rationale

This policy is being reviewed following the Revised Parental Complaints procedures issued in December 2023 by the INTO and the management bodies of primary schools including Catholic Primary School Management Association CPSMA

Relationship to Characteristic Spirit of the School

In keeping with the mission statement of Ahane N.S., this policy reflects the desire to promote and maintain a healthy and positive work environment for the whole school community.

Revised Parental Complaints Procedure Content

See attached Appendix 1

Roles and Responsibilities

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

Review

The Policy will be evaluated on an ongoing basis by representatives from the whole school community and will be reviewed every three years.

Ratification and Communication

The Policy was presented to the Board of Management for Ratification on 23/01/2024.

Signed: Tony Harnett Chairperson **Date:** 23/01/2024

Siobhán Kennedy. Secretary. **Date:** 23/01/2024