

# COMPLAINTS

## POLICY & PROCEDURE



## Complaints Policy & Procedure

### Procedure for processing complaints made by parents/guardians or students.

#### Introduction

Procedures are necessary to ensure fair treatment for all in The Institute of Education ("The Institute") and acceptable procedures should be known, agreed and observed. Periodic review of all procedures should take place to ensure that the procedures are in line with best practice and adhere to developments in employment and/or other relevant legislation and case law.

#### Purpose of Complaints Procedure

- a. To provide a fair, consistent and equitable mechanism for processing complaints by parents/guardians or students against members of staff.
- b. To do so in a manner that respects the rights of all concerned and is in accordance with natural justice.
- c. To outline the procedures which should be followed by all in the event of a complaint being made against a member of staff.

#### Context:

All members of staff in The Institute are dedicated to promoting the welfare and best interests of all our students. From time to time, difficulties may arise between a parent and a member of staff or a student and a member of staff and these are, generally, best resolved through open communication and a mutually respectful discussion between the parent/student and member of staff concerned.

#### Stage 1

**1.1** A parent/guardian/student who wishes to make a complaint ("the Complainant") should make an appointment and discuss the matter with the relevant Year Head with a view to resolving the matter at this juncture.

#### Stage 2

**2.1** If the issue is not resolved at stage 1 then the Complainant will be asked to lodge the complaint in writing to the relevant Year Head.

**2.2** The Year Head will acknowledge receipt of the written complaint and note it formally. The Year Head will furnish the relevant member of staff with a copy of the written complaint.

**2.3** On receipt of the written complaint the relevant Year Head will meet with the staff member (as soon as possible) and endeavour to resolve the situation.

**2.4** The relevant Year Head will contact the Complainant(s) and the member of staff (via email, telephone or in person) and inform them of the outcome of the meeting (2.3).

**2.5** If a resolution is not achieved at Stage 2.3, Stage 3 will be activated.

### **Stage 3**

**3.1** The relevant Year Head will meet with the Principal and brief her on the details of the case/process up to this point.

**3.2** The relevant parties shall be informed that the investigation is proceeding to stage 3.

**3.3** The Principal will meet the Complainant and the member of staff with a view to resolving the issue.

**3.4** The Principal will inform the Complainant and the member of staff of the outcome of the meeting. If there is no resolution at this juncture, the procedure will move to stage 4.

### **Stage 4**

**4.1** The Principal will convene a meeting of the Academic Council with a view to resolving the issue.

**4.2** The member of staff and the Complainant may be invited to make written submissions to the Academic Council;

**4.3** The member of staff may be invited to make a presentation of case to the Academic Council. The member of staff would be entitled to be represented at any such meeting;

**4.4** The Academic Council may also arrange a meeting with the Complainant, if the Academic Council considers it necessary to do so. The Complainant would be entitled to be accompanied and assisted by a friend at any such meeting;

**4.5** When the Academic Council has completed its review of the case, it will convey the decision of the Academic Council in writing to the member and the complainant within five days of the meeting of the Academic Council.

**4.6** The decision of the Academic Council is final.

The Institute of Education reserves the right to update or amend this policy at any time.

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