SCOIL AN TSRATHA MHÓIR
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Scoil an tSratha Mhóir
Nós Imeachta maidir le Gearán a Dhéanamh 2026
Complaints Procedure 2026

Réamhrá
Bunscoil Chaitliceach, chomhoideachais, lán-Ghaeilge í Scoil an tSratha Mhóir. Feidhmíonn an scoil faoi rialacha na Roinne Oideachais. Mar phobal scoile, déanfaimid gach aon iarracht gan cúiseanna gearáin a chothú ach tuigimid gur daoine daonna muid ar fad agus nach mbíonn saoi gan locht'. Déanfaimid iarracht déileáil le gearáin ar bith, le meas agus lamháltas againn dá chéile agus ar mhaithe le cách. Tuigimid an gá le próiséas a bheith ann i leith gearáin ar bith. Aithnímid an ról lárnach atá ag cumarsáid oscailte agus leanúnach idir thuismitheoirí agus fhoireann na scoile chun déileáil le buarthaí nó le gearain go héifeachtach agus go pras.

Scoil an tSratha Mhóir is a Catholic, co-educational, all Irish primary school. The school operates under the normal rules as set out by the Department of Education. As a school community, 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. We acknowledge the need for a procedure to deal with any complaints and recognise the central role of open / regular/communication between parents and school staff in dealing with concerns or complaints effectively and promptly.

Déanann an polasaí seo iarracht modh gearáin a leagadh amach go soiléir chun déileáil le:
This policy seeks to outline our approach to dealing with the following:

- Gearáin ar an fhón *Telephone complaints*
- Gearáin faoi mhúinteoirí *Complaints about teachers*
- Gearáin faoin phríomhoide *Complaints about the principal*
- Gearáin faoi chúntóirí riachtanais speisialta (CRS) *Complaints about special needs assistants (SNAs)*
- Gearáin faoi dhaltaí *Complaints about pupils*
- Gearáin faoi Thuismitheoirí *Complaints about parents*
- Gearáin faoin fhoireann choimhdeach, ionadaithe & baill foirne páirt-aimseartha *Complaints about ancillary staff, substitutes & part-time staff*

Gearáin ar an fhón *Telephone Complaints*

Má fhreagraíonn aon duine ach amháin an P.O. an guthán, déileálfar le gearáin ar an fhón trí ainm an ghearánaí a lorg ar an toirt, a g(h)aol leis an scoil agus ábhar an ghlaoigh, sula dtabharfar na sonraí seo don Phríomhoide. Ní lorgófar aon sonraí breise, nó ní dhéanfar aon phlé leis an ngearánaí thar an ngutháin, ach amháin an Príomhoide. Déanfaidh an P.O. cinneadh ar bhonn cás i ndiaidh cáis, labhairt leis an ngearánaí ar an phointe nó an scéal a fhiosrú i dtosach báire.
If answered by personnel other than the principal, telephone complaints will be dealt with by asking for the name of the complainant, his/her relationship to the school and what the call is in connection with, before passing these details on to the principal. No further details will be sought, nor will the complainant be engaged with over the phone, except by the principal teacher. The principal will decide on a case by case basis, whether to talk to the complainant immediately or to investigate the matter first.

Próiséas ghearáin tuismitheoirí faoi mhúinteoirí Parental Complaints Procedure

Glacann Bord Bainistíochta Scoil an tSratha Mhóir leis an Modh Gearáin atá leagtha amach agus aontaithe ag Cumann Múinteoirí Éireann agus an CPSMA sa bhliain 1993.
The Board Of Management of Scoil an tSratha Mhóir follow the complaints procedure for dealing with complaints by parents against teachers agreed by The Irish National Teachers' Organisation and the Catholic Primary School Managers' Association in 1993.

Déanfaidh an Bord Bainistíochta fiosrúcháin foirmiúil ar ghearán faoi mhúinteoirí atá i scríbhinn agus atá sínithe ag tuismitheoirí/ caomhnóirí dhalta ach amháin go gceapann an Bord gur :

Only those complaints about teachers 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:

a) Ceist inniúlacht ghairmiúil atá ann agus gur chóir í a chur faoi bhráid na Roinne Oideachais.
On matters of professional competence and which are to be referred to the Department of Education.

b) Gearán baoth nach gcuireann isteach ar obair an mhúinteora sa scoil
Frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school.

c) I gcás go bhfuil ceachtar den dá pháirtí ag dul i mbun an dlí nó modh imeachta eile
Complaints in which either party has recourse to law or to another existing procedure

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Tá cúig chéim sa phróiseas seo:

Céim 1 ***Stage 1***

1.1 Más mian le tuismitheoir/caomhnóir gearán a dhéanamh ba cheart dó/di teagmháil a dhéanamh leis an múinteoir ranga ar dtús leis an ghearán a réiteach.
A parent/guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.

1.2 Sa chás nach féidir leis an tuismitheoir/caomhnóir teacht ar réiteach leis an múinteoir ranga, ba chóir dó/di teagmháil a dhéanamh leis an Phríomhoide d'fhonn an gearán a réiteach.
Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the Principal Teacher with a view to resolving it.

1.3 Mura mbíonn réiteach ar an ngearán ina dhiaidh sin, ba cheart don tuismitheoir/caomhnóir an
gearán a ardú le Cathaoirleach Bhord Bainistíochta na scoile.
If the complaint is still unresolved, the parent/guardian should raise the matter with the Chairperson of the Board of Management with a view to resolving it.

Céim 2 ***Stage 2***

2.1 Má tá an gearán fós gan réiteach agus tuismitheoir /caomhnóir ag iarraidh an gearán a thógáil níos faide ba cheart dó/di an gearán a chur i scríbhinn chuig Cathaoirleach an Bhoird Bainistíochta.
If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the Board of Management.

2.2 Ba cheart don Chathaoirleach aird an mhúinteora atá i gceist a dhíriú ar an ghearán scríofa agus gach iarracht a dhéanamh cúrsaí a réiteach idir na páirtithe taobh istigh de 5 lá den ghearán scríofa a bheith faighte.
The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Céim 3 ***Stage 3***

3.1 Mura mbíonn an gearán réitithe ar bhonn neamhfhoirmeálta, ba chóir don chathaoirleach; faoi réir údarás an Bhoird agus i gcásanna go gceapann an Cathaoirleach go mbeidh údarás ón bhord ag teastáil:
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:

(a) Cóip den ghearán scríofa a chur ar fáil don mhúinteoir;
Supply the teacher with a copy of the written complaint;
(b) Cruinniú a shocrú leis an múinteoir agus más cuí, leis an Phríomhoide d'fhonn teacht ar réiteach ar an ghearán. Ba cheart don chruinniú seo tarlú taobh istigh de 10 lá ón ngearán scríofa a bheith faighte.
Arrange a meeting with the teacher and, where applicable, the Principal teacher with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

Céim 4 ***Stage 4***

4.1 Mura mbíonn an gearán réitithe ba chóir don Chathaoirleach tuairisc fhoirmeálta a chur os comhair an Bhoird taobh istigh de 10 lá den chruinniú in 3.1 (b).
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 3.1

4.2 Más é tuairim an Bhoird go bhfuil an gearán gan substaint, ba chóir seo a chur in iúl don mhúinteoir agus don ghearánaí taobh istigh de 3 lá den chruinniú Boird.
If the Board considers that the complaint is not substantiated, the teacher and the complainant should be so informed within 3 days of the Board meeting.

4.3 Más é tuairim an Bhoird go bhfuil substaint leis an ngearán nó gur ghá níos mó iniúchadh a dhéanamh ar an gcás, gníomhaítear mar a leanas:
If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:

(a) Ba chóir a chur in iúl don mhúinteoir go bhfuil an iniúchadh/ fiosrúchán ag dul ar aghaidh go dtí an chéad chéim eile.
The teacher should be informed that the investigation is proceeding to the next stage

(b) Ba chóir aon fhianaise i scríbhinn mar thacaíocht ar an ghearán a chur ar fáil don mhúinteoir.
The teacher should be supplied with a copy of any written evidence in support of the complaint;

(c) Ba chóir iarraidh ar an múinteoir ráiteas i scríbhinn a chur ar fáil don Bhord mar fhreagra ar an ngearán.
The teacher should be requested to supply a written statement to the Board in response to the complaint;

(d) Ba chóir an deis a thabhairt don mhúinteoir cur i láthair/léiriú a dhéanamh don Bhord. Bheadh an múinteoir i dteideal duine dá rogha féin a bheith in éineacht leis/léi mar chomhluadar agus mar chuiditheoir ag aon chruinniú dá leithéid.
The teacher should be afforded an opportunity to make a presentation of the case to the Board. The teacher would be entitled to be accompanied and assisted by a person of their own choosing at any such meeting.

(e) Tionólfar an cruinniú den Bhord Bainistíochta a luaitear in (d) taobh istigh de 10 lá den chruinniú a luaitear in 3.1(b).
The meeting of the Board of Management referred to in (d) will take place within 10 days of the meeting referred to in 3.1 (b)

Céim 5 *Stage 5*

5.1 Nuair atá fiosrúcháin an Bhoird curtha i gcrích ba cheart go gcuirfeadh an Cathaoirleach cinneadh an Bhoird i scríbhinn chuig an múinteoir agus chuig an ghearánaí taobh istigh de 5 lá ón chruinniú Boird.
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 days of the meeting of the Board.

5.2 Ní bheidh aon dul thar chinneadh an Bhoird.
The decision of the Board shall be final.

Gearáin faoin Phríomhoide- déanta ag tuismitheoirí nó dalta
Déileálfaidh an Príomhoide go díreach le gearáin ó thuismitheoirí agus ó dhaltaí sa chéad áit, chun an gearán a réiteach go neamhfhoirmeálta agus go cairdiúil más féidir. Má tá an gearánaí fós míshona nó má mhothaíonn sé/sí gur pléadh leis an ghearán ar bhealach mí-chothrom, féadfar an gearán a chur i scríbhinn chuig Cathaoirleach an Bhoird Bainistíochta.

Complaints about the Principal - Made by parents or pupils
Complaints coming from parents or pupils will be dealt with directly by the principal in the first instance, in order to resolve the issue informally and amicably if possible. If the complainant is unhappy or feels that the complaint has been dealt with unfairly, the complaint may be outlined in writing to the Chairperson of the Board of Management.

Gearáin faoi Mhúinteoirí ó dhaltaí *Complaints about Teachers from Pupils*
Má dhéanann dalta gearán faoi mhúinteoir le múinteoir eile, rachaidh an múinteoir (sin) gur déanadh an gearán leo i dteagmháil le múinteoir an dalta. Déanfaidh múinteoir an dalta

cinneadh ansin an cás a láimhseáil é/í féin nó é a chur ar aghaidh chuig an bpríomhoide. I ngach cás, caithfear an príomhoide a chur ar an eolas faoin ghearán agus caithfidh an múinteoir agus an príomhoide taifead scríofa a choinneáil den ghearán. Ar bhonn dea-chleachtais cuirfear tuismitheoirí an ghearánaí ar an eolas go bhfuil an gearán seo déanta ag a bpáiste agus míneofar conas a dhéileálfaidh an scoil leis.
If a complaint about a teacher comes from a pupil to another teacher, the teacher to whom the complaint is made will refer to the pupil's teacher. This teacher will then decide whether to deal with the matter her/himself or to refer it to the principal. In either case, the principal should be informed of the circumstances and a written record kept by both the teacher concerned and the principal. Following good practice, parents of the complainant will be made aware of the complaint made by their child and will be notified as to how it will be dealt with by the school.

Má dhéanann dalta gearán faoina m(h)úinteoir leis an phríomhoide, éistfear leis, coinneofar nótaí de, agus míneofar don dalta go labhróidh an príomhoide leis an múinteoir ranga chun an cás/fhadhb a réiteach. I ngach cás, tar éis don phríomhoide imscrúdú a dhéanamh agus an gearán a phlé leis an múinteoir agus an dalta, má sileann an príomhoide go bhfuil an gearán mícheart nó go raibh sé díoltasach ar pháirt an dhalta, tá seans ann go dtabharfar cuireadh do thuismitheoirí/caomhnóirí an dalta chun na scoile chun an gearán a phlé.
If the complaint about a teacher comes from a pupil to the principal, it will be listened to, notes taken and the pupil will be advised that the matter will be discussed with the teacher concerned with a view to resolving the issue. In either case, if the complaint is deemed by the principal, after investigation and discussion with both the pupil and teacher, to be wrong or vindictive on the part of the pupil, the parents or guardian of the pupil may be invited to the school to discuss the matter

Gearáin faoi Chúntóir Riachtanas Speisialta (CRS)
Complaints about Special Needs Assistants (SNAs)
Rachaidh an múinteoir ranga i ngleic le gearáin atá déanta ag tuismitheoirí faoi chúntóir riachtanais speisialta agus déanfar gach iarracht an deacracht a réiteach go cairdiúil.
Complaints coming from parents will be dealt with directly by the class teacher who will try to resolve the difficulty amicably

Má tá gearán le déanamh faoi chúntóir riachtanais speisialta ag an múinteoir ranga, rachaidh an múinteoir féin i ngleic leis trí labhairt leis an chúntóir faoin fhadhb chun teacht ar réiteach. Muna dtagann siad ar réiteach sásúil, cuirfear an príomhoide ar an eolas faoi.

Complaints about the SNA coming from the class teacher will be dealt with in the first instance by the teacher approaching the SNA with a view to resolving the issue. If the matter cannot be resolved satisfactorily, it will be brought to the attention of the principal.

Gearáin faoi Dhaltaí *Complaints about Pupils*

Má tá gearáin ag tuismitheoir faoi dhalta eile is gá dóibh an gearán a chur in iúl don mhúinteoir ranga i dtús báire, agus an príomhoide ansin más gá mar atá leagtha amach sa chód iompair agus sa bheartas frith-bhulaíochta. **NÍL CEAD ag tuismitheoir dul chun cainte leis an dalta iad féin.**

Complaints made about pupils by other parents will be handled by the class teacher in the first instance and the Principal if thought necessary, through the procedures set out in the Code of Behaviour and the Anti-Bullying Policy. ***Under no circumstances will a parent be allowed access to a child other than their own child in the school.***

Má tá gearáin ag daltaí faoi dhaltaí eile is é/í an múinteoir ranga a dhéanann deileáil leis agus an príomhoide ina dhiaidh sin, más gá.

Complaints made about pupils by other pupils will be handled by the teacher to whom the complaint is made in the first instance and by referring the matter to the principal if considered necessary.

Gearáin ag Múinteoirí faoi Thuismitheoirí *Complaints from Teachers about Parents*

Is gá do na múinteoirí an próiséas oifigiúil a leanúint trí' ghearán a dhéanamh leis an phríomhoide ar dtús. Muna bhfuil an múinteoir sásta le freagra/moladh an phríomhoide is féidir dul ar aghaidh go Céim a 2 - Litir a scríobh chuig an Bord Bainistíochta.

Teachers will follow the Complaints Procedure by referring the complaint to the Principal in the first instance. If the teacher is unhappy about the Principal's response or recommendation, Stage 2 of the Complaints Procedure may be invoked.

Gearáin faoin Fhoireann Choimhdeach & Múinteoirí Ionaid
Complaints about Ancillary Staff and Substitute Teachers

Cuirfear an príomhoide ar an eolas faoin ghearán a rachaidh an príomhoide díreach i dteagmháil leis an bhall foirne nó an múinteoir ionaid chun teacht ar réiteach.
These will be referred to the principal who will approach the staff member directly in order to resolve the issue

Gearáin faoi Chuairteoirí a thagann chun na scoile *Complaints about Visitors to the school*
Má bhíonn gearáin ag aon duine mar gheall ar chuairteoirí a thagann chun na scoile - mar shampla déagóirí ar thaithí oibre, mac léinn ar chleachtadh múinteoireachta, cuairteoirí ó ghníomhaireachtaí eile; cuirfidh an gearánach an príomhoide ar an eolas faoin ngearán ar an gcéad dul síos.
In the case of visitors to the school - e.g. students on work experience, students on teaching practice, visiting members of other agencies; the complainant will refer the issue to the Principal in the first instance.

Muna thagtar ar réiteach ag an gcéim seo, cuirfear comhlacht bainistíochta an chúirteora ar an eolas faoin ngearán ’
If not resolved at this stage, the issue will be referred to the management body dealing with the worker with a view to resolving the issue

Coimhlint Inmheánach *Internal Conflict issues*
Sa chás go bhfuil coimhlint inmheánach ann leanfar na céimeanna atá leagtha amach i bpolasaí na scoile ar Dhínit san Ionad Oibre .
In the case of internal conflict issues, the steps in the School’s Dignity at Work Policy will be followed.

Cosaint Sonraí- *Data Protection*
Coinneofar gach taifead scríofa ar chéimeanna sa phróiseas go slán sábháilte Déileálfar le gach comhfhreagras go huile is go hiomlán faoi rún de réir mar atá leagtha amach i mBeartas um Chosaint Sonraí na scoile.
All written records regarding any steps of this process will be recorded and stored safely. All correspondence will be treated in the strictest of confidence as per the school Data Protection Policy.

Róil agus Freagrachtaí *Roles and Responsibilities*

Glacfaidh gach páirtí leasmhar atá bainteach le hoideachas na ndaltaí freagracht as an bheartas seo a chur i bhfeidhm.

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

Athbhreithniú *Review*

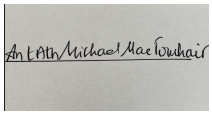
Déanfaidh ionadaithe ón bpobal scoile uile measúnú ar an bheartas seo ar bhonn leanúnach agus déanfar athbhreithniú air dá réir mar is cuí.

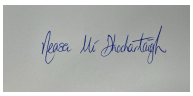
The Policy will be evaluated on an ongoing basis by representatives from the whole school community and will be reviewed when necessary.

Daingniú. *Ratification*

Ghlac Bord Bainistíochta Scoil Chearbhaill Uí Dhálaigh leis an mbeartas seo ar an 28 Mean Fomahir 2026

The policy was ratified by the Board of Management of Scoil an tSratha Mhóir on the 28th of September, 2026.

Síniú 
Cathaoirleach an Bhoird Bhainistíochta

Síniú 
Príomhoide

Dáta: 28ú Meán Fomhair, 2026

Dáta: 28th September, 2026