The INTO and CPSMA have an agreed procedure which is to be followed by parents/guardians if they have a complaint they wish to address.

 The informal approach is outlined below and steps 1 & 2 are usually successful in resolving the vast majority of issues:

1. The parent/guardian should firstly approach the class teacher, at a suitable time, with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the class teacher, she/he should approach the Principal with a view to resolving it.
3. If the matter is still unresolved, the parent/guardian can now lodge their complaint, in writing, with the Chairperson of the Board of Management, either to him/her directly or through one of the Parents Representatives on the Board.

(A list of all Board members is on display in the school.)

1. The Chairperson will then try to resolve the issue between the parent/guardian and teacher.

At this stage, if the matter still isn’t resolved to the satisfaction of the parent/guardian, the formal procedure can be followed.

A detailed account of this formal procedure can be obtained from any member of the Board of Management, teaching staff or Parent’s Council Committee.

It can also be accessed on the INTO website [www.into.ie](http://www.into.ie)