



North Dublin Muslim N.S.
Ratoath Road
Cabra
Dublin 7

Parental Complaints Procedure

In the event of a parental complaint, the procedure outlined below will be followed. It is worth noting that steps in this procedure cannot be skipped and that each stage should be completed within ten working days.

- 1) The parent should see the staff member by appointment at the earliest opportunity. We hope that at this stage the issue will usually be resolved to the satisfaction of both parties.
- 2) If the parent is still dissatisfied, they should, by appointment, bring the matter to the attention of the principal. The principal will listen to both sides and will try to settle the issue to the satisfaction of both parent and teacher.
- 3) If the complaint is still unresolved and the parent wishes to pursue the matter further, they should lodge a complaint in writing to the Co-Managers of the school, who will seek to resolve the matter between both parties.
- 4) Should the complaint need to be brought outside of the school, the school will adopt the procedures as detailed on the Department of Education and Skills website. (education.ie)