



**North Dublin Muslim National School**  
Dominican Campus, Navan Road, D07 NY28  
[www.ndmns.com](http://www.ndmns.com)

### **Parental Complaints Procedure**

North Dublin Muslim National School fully implements the Parental Complaints procedures outlined by the Department of Education on <https://www.gov.ie/en/policy-information/parental-complaints/>.

As such, in the event of a parental complaint, the procedure outlined below will be followed. Steps in this procedure cannot be skipped and each stage should be completed within ten school days.

- 1) The parent should see the staff member by appointment at the earliest opportunity. Appointments can be made by contacting the school office. Issues will usually be resolved to the satisfaction of both parties at this stage.
- 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 Board of Management of the school, who will seek to resolve the matter between both parties.
- 4) If the complaint is still not resolved, it will need to be brought outside of the school, and the school will adopt the procedures as detailed on the website above.