# Polasaí Gnásanna Gearán



**Gaelscoil na Camóige**

**Polasaí Gnásanna Gearán / Policy on Grievance Procedures**

Tá an Bord Bainistíochta sásta gearán atá curtha in scríbhinn agus sínithe ag na tuismitheoirí / caomhnóirí a imscrúdú go foirmiúil ach amháin sna cásanna seo a leanas:

* Go mbaineannna an gearán le neamhinniúlacht phroifisiúnta. Caithfear gearán mar seo a chur chuig an Roinn Oideachais.
	+ Go bhfuil an gearán gan bhunús agus nach mbainneann sé le hobair an mhúinteora.
	+ Go bhfuil cás cúirte i gceist.

Déanfar imscrúdú neamhfhoirmiúil ar aon ghearán nach bhfuil curtha in scríbhinn nach bhfuil luaite thuas. Sa chás seo ba cheart an nós imeachta atá leagtha amach i gCéim 1 thíos a leanúint.

**Céim 1**

* 1. Más mian le tuismitheoir / Caomhnóir gearán a dhéanamh, ba cheart don tuismitheoir / Caomhnóír bualadh leis an múinteoir ranga chun réiteacha aimsiú ar ábhar an ghearáin.
1. Mura bhfuil réiteach aimsithe ar an scéal , ba cheart don tuismitheoir / Caomhnóir bualadh leis an Príomhoide.
2. Má tá an chúis fós gan réiteach, ba cheart don tuismitheoir / Caomhnóir bualadh le Cathaoirleach an Bhoird Bhainistíochta.

**Céim 2**

1. Má tá an chúis fós gan réiteach ba cheart ábhar an ghearáin a chur in scríbhinn chuig Cathaoirleach an Bhoird Bhainistíochta.
2. Ba cheart don Chathaoirleach cúis chruinn an ghearáin scríofa a chur ar a s(h)úile don mhúinteoir agus iarracht a dhéanamh ar an scéal a bheith réitithe laistigh de 5 lá ón am a fuarthas an gearán in scríbhinn.

**Céim 3**

1. (a) Má tá an chúis fós gan réiteach ba cheart don Chathaoirleach cóip den ghearán scríofa a thabhairt don mhúinteoir. Ba cheart dó/di cruinniú a eagrú leis an múinteoir agus, i gcásanna áirithe, leis an bPríomhoide, chun iarracht a dhéanamh teacht ar réiteach.

(b) Caithfear an cruinniú a reáchtáil laistigh de 10 lá ón am a fuarthas an gearán i scríbhinn.

**Céim 4**

1. Má tá an gearán fós gan réiteach, ba cheart ba cheart don Chathaoirleach tuairisc fhoirmiúil a chur chuig an mBord laistigh de 10 lá ón gcruinniú atá luaite i 3 thuas.

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1. Má cheapann an Bord go bhfuil an gearán gan bhunús caithfear é sin a chur in iúl don mhúinteoir agus don ghearánaí taobh istigh de 3 lá ó chruinniú an bhoird.
2. Má cheapann an Bord Bainistíochta go bhfuil bunús leis an ngearán nó go caithfear fiiosrúchán a chur ar an scéal, caithfear na céimeanna seo a leanas a leanúint:
3. Caithfear a chur in iúl don mhúinteoir go bhfuil an fiosrúchán ag dul ar aghaidh go dtí an chéad chéim eile.
4. Caithfear cóip den fhianiase scríofa a bhaineann leis an ngearán a thabhairt don mhúinteoir.
5. Ba cheart don Bhord iarraidh ar an múinteoir ráiteas i bhfoirm scríbhinne i bhfreagairt ar an ngearán a chur chuig an mBord.
6. Ba cheart an deis a thabhairt don mhúinteoir a c(h)ás a phlé leis an mBord. Bheadh cead ag an múinteoir cara a thabhairt leí / leis chuig a leithéid de chruinniú.
7. D’fhéadfadh an Bord Bainistíochta cruinniú a eagrú leis an ngearánaí má tá said den tuairim go bhfuil a leithéid de chruinniú riachtanach.
8. Caithfear an cruinniú atá luaite i d agus e thuas a réachtáil laistigh de 10 lá ón gcruinniú atá luaite i 3.1.

**Céim 5**

1. Nuair atá an fiosrúchán déanta ag an mBord Bainistíochta, ba cheart don Chathaoirleach cinneadh an Bhoird a chur in scríbhinn chuig an múinteoir agus chuig an ngearánaí laistigh de 5 lá ó chruinniú an Bhoird.
2. Is ag an mBord a bheidh an focal deiridh.

Caithfear an cinneadh deireannach a chur in iúl laistigh de 35 lá scoile ar a mhéad.

Rinneamar athbhreithniú ar an bpolasaí seo I Mí an Mheitheamh 2015

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Only those complaints which are written and signed by parents / guardians may be investigated formally by the Board of Management, except where those complaints are deemed by the Board to be:

* On matters of professional competence and which are referred to the Department of Education.
	+ Frivolous and vexatious complaints and complaints which do not impinge on the work of the teacher.
	+ Complaints in which either party has recourse to law or other existing procedure.

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

Stage 1:

1. A parent / Guardian who wishes to make a complaint should approach the class teacher with a view to resolving the complaint.
2. Where the parent/guardian is unable to resolve the complaint with the teacher he/she should approach the Principal.
3. If a 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.

Stage 2:

1. If a complaint is still unresolved, the complaint should be lodged in writing to the Chairperson of the Board of Management.
2. The Chairperson should bring precise nature of written complaint to the notice of the teacher and seek to resolve the matter within 5 days of the receipt of the written complaint.

Stage 3:

1. If the complaint is not resolved informally, the Chairperson should the teacher with a copy of the written complaint and arrange a meeting with the teacher and where applicable the Principal teacher with a view to resolving the complaint.
2. Such a meeting should take place within 10 days of the receipt of the written complaint.

Stage 4:

1. 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 3a. above.
2. 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.
3. If the Board considers that the complaint is substantiated or that it warrants further investigation, it proceeds as follows:
4. The teacher should be informed that the investigation is proceeding to the next stage.
5. The teacher should be supplied with a copy of any written evidence in support of the complaint.
6. The teacher should be requested to supply a written statement to the Board in response to the complaint.
7. The teacher should be afforded the opportunity to make a presentation to the Board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting.
8. The Board may arrange a meeting with the complainant if it considers such to be required.
9. The meeting of the Board referred to in (4) and (5) will take place within 10 days of meeting referred to in 3(b)

**Stage 5:**

1. When the Board has completed its investigation, the Chairperson should convey the decision of the Board in writing to the teacher and complainant within 5 days of the meeting of the Board.
2. The decision of the Board shall be final.

The maximum period of time is 35 school days to the notification of final decision.

Rinneamar athbhreithniú ar an bpolasí seo i Mí an Mheithimh 2015.