

How we deal with complaints in St. Mochta's National School



Start Here!

Concern

Do

Do Not

Rush in to meet the Teacher in the morning

1a. Revisit Teacher for 2nd appointment before requesting a meeting with Deputy Principal

1. Make an appointment to meet the Teacher at a mutually convenient time

Yes

Have you still a concern?

No!
Concern Resolved

2. Arrange a meeting with Deputy Principal and Class Teacher

No

Happy with outcome?

Yes!
Concern Resolved

3. Request a meeting with the Principal

No

Happy with outcome?

Yes!
Concern Resolved

4. Write to Chairperson of Board of Management

No

Happy with outcome?

Yes!
Concern Resolved

5. Formal Complaint to Board of Management