2024 - 2025

Ashfield College

Complaints Procedure

PART OF THE CITY EDUCATION GROUP

ASHFIELD College DUNDRUM

1. Purpose and Scope

Ashfield College is committed to fostering a positive, respectful, and supportive learning environment. This Complaints Procedure outlines the formal process for addressing concerns from students (aged 18 or over) or parents. The procedure ensures transparency, fairness, and compliance with the General Data Protection Regulation (GDPR).

2. Submitting a Complaint

Complaints should be submitted in writing by the parent or student (if aged 18 or over) to the School Manager.

- The complaint must include:
- The complainant's full name and contact details
- The student's name and class (if applicable)
- A clear description of the complaint
- Relevant dates, times, and any supporting evidence
- The desired outcome or resolution sought

3. Acknowledgement of Complaint

- The School Manager will acknowledge receipt of the complaint within 5 working days.

4. Review by the Principal

- The School Principal will review the complaint within 10 working days of receipt.
- This may involve meeting with the complainant, speaking to relevant staff or students, and reviewing any supporting evidence.
- Once the review is complete, the Principal will provide a written determination, outlining the decision and any proposed resolution.

5. Appeal Process

- If the complainant is dissatisfied with the Principal's determination, an appeal can be made to the Group Chief Executive.

The appeal must:

- Be submitted in writing to philip.burke@citygroup.ie
- Be submitted within 20 working days of receipt of the Principal's decision
- Clearly state the grounds for appeal and any additional supporting information
- The Group Chief Executive will review the appeal and issue a final written response within 20 working days of receipt.

6. Confidentiality and GDPR Compliance

- All complaints will be handled with the strictest confidentiality.
- Personal data will only be collected and processed as necessary to address the complaint and in line with Ashfield College's Data Protection Policy.
- Records will be retained securely for a period consistent with legal and regulatory requirements and then securely destroyed.

7. Monitoring and Review

- This procedure will be reviewed annually to ensure continued effectiveness and compliance with applicable laws and regulations.

Contact Information:

School Manager: lorraine.otoole@ashfieldcollege.ie
Principal: philip.curry@ashfieldcollege.ie
Group Chief Executive: philip.burke@citygroup.ie

Ashfield College aims to ensure all complaints are addressed promptly and fairly to maintain a high standard of education and care.