**Communication Policy**

**Introductory statement**

This policy was developed by the staff, parents and Board of Management of Scoil Náisiúnta Gleann an Fahoilidh. The purpose of this policy is to provide information and guidelines to parents and staff on parent/staff meetings and parent/staff communication in Scoil Náisiúnta Gleann an Fhoilidh.

We strive to achieve mutual support between staff and parents so that the education of our pupils can be efficient and effective. We operate an open door policy and parents are encouraged to develop close links with the school, to collaborate with the Principal and teaching staff and to share the responsibility for the education of their children.

* Structures are in place to facilitate open communication and consultation with parents: Formal parent/teacher meetings are held annually where class teachers meet parents on a one-to-one basis. However**, if a parent** wishes to arrange a meeting at any stage during the year to discuss their child’s progress they may do so **by prior appointment**. All teachers are available to meet parents by prior appointment.
* The school website and social media accounts, inform parents about school matters. Written communication via Aladdin keep parents informed of school activities and upcoming events. A summary of Parents’ Association minutes are also available to parents.
* If a parent wishes to contact the school principal or their child’s teacher, they may do so via Aladdin.
* If a parent wishes to make the school aware of any urgent or important issue, please contact the school office by telephone.
* The School Calendar keeps parents up to date with school events, holidays and school closures. A copy of the school’s calendar is given to parents at the start of the school year and the most up to date version is available on Aladdin.
* The Homework Diary is used from First to Sixth Class and is used to relay messages which are signed between parents and teachers.
* School Reports are issued annually to parents.
* Aladdin is used to provide reminders and emergency updates to parents.
* Parents are invited to a variety of school activities throughout the year.

**Parent/Teacher meetings:**

The aims of Parent/Teacher meetings are:

* to inform parents how their children are doing in school
* to inform teachers on how children are coping outside school
* to establish an ongoing relationship and communication with parents
* to help children realise that home and school are working together.

**Informal parent/teacher meetings:**

Arranging parent/teacher meetings within the school day while children are in school is difficult and therefore will only occur in emergency cases. If you have a concern or issue that requires discussion, please arrange an appointment through the office so that adequate time and consideration can be given to the matter.

Meetings with class teachers should not take place at the classroom door for the following reasons:

* A teacher cannot adequately supervise his/her class while at the same time speak to a parent.
* It is difficult to be discreet when so many children are standing close by.
* It can be embarrassing for a child when his/her parent is talking to the teacher at a classroom door.
* If necessary, the teacher may request that an unscheduled/informal meeting be re-arranged/deferred if it infringes on class teaching time.

Occasions occur where a parent needs to speak to a staff member urgently. Sometimes these meetings need to take place without prior notice. The Principal will aim to facilitate such meetings making every effort to ensure that the children in the class do not lose out on any of their teaching/learning time.

Communication to the school may be facilitated via the school secretary through the school office on 0749149395.

However, as the school does not have a full time secretary, parents are advised that communication to school personnel can also be made through Aladdin.

The school principal and secretary may also be contacted by email at [principal@gleneely.com](mailto:principal@gleneely.com) or

[secretary@gleneely.com](mailto:secretary@gleneely.com).

Parents or pupils **should not contact** any school staff, to discuss school issues through their personal phone numbers, email addresses or social media accounts - these correspondences will be ignored.

**Other communication with parents:**

A teacher may on occasion phone a parent to arrange an appointment, discuss an issue that happened during the day or to inform the parent about a minor injury that the child sustained at school.

The Aladdin service can also be used as a means of communicating with parents. Staff members should not use their own personal phones or emails to communicate with parents (unless in an emergency).

**Family events/situations which impact on your child**

It is vital that the school is immediately informed if family events/situations occur that cause anxiety to your child and therefore may adversely affect his/her education and wellbeing.

* In the case of married but separated parents, requests may be made by both parents to meet their child’s teacher(s) individually for parent/teacher meetings
* In the case of ~~unmarried~~ separated parents, requests may be made by both parents to meet their child’s teacher(s) individually for parent/teacher meetings, subject to the legal guardian having established his/ her ‘guardianship, custody and access rights’ through the court and/or by means of statutory declaration made by the other legal guardian.
* All communication from the school will be posted to the child’s home address as given on the enrolment form, unless otherwise requested/notified by guardians.

Where either/both parents is/are involved in new relationships, it should be noted that written communications from the school are to the legal guardians identified on the enrolment form only.

**Approaching other people’s children**

As the Board of Management is responsible for the Health & Safety of all staff and students, parents are requested not to approach or reprimand another person’s child on the school premises.

**Dropping off equipment during school day**

If parents wish to drop in lunch boxes, sports gear etc. this can be done through the school office as it is important to keep classroom interruptions to a minimum.

**Procedure for dealing with Complaints**

The Board of Management of Gleneely National School has adopted the Complaints Procedure, agreed by the teachers’ union and management bodies, which provides a mechanism for dealing with parental complaints against a teacher as set out in Section 28 of the Education Act 1998. Complaints are infrequent but the school would wish that these would be dealt with informally, fairly and quickly. *For information on the complaints procedure refer to the school’s complaints procedure ~~available upon request~~.*

**Behaviour of all Stakeholders in the School**

Positive and respectful communication is of great importance in our school. This not only extends to the children but to all of the stakeholders e.g. the staff, parents and the wider community. Anyone entering our building should feel safe to do so. While the behaviour of children in our school is of vital importance, adults in the school community also have a responsibility to ensure their own behaviour models the types of behaviour expected of children. It is important that all stakeholders are responsible for their own behaviour in the school.

All stakeholders are expected to speak to each other and treat with respect at all times. Shouting, aggressive tones and belittling inferences intended to undermine another person are not acceptable and will not be tolerated on the school premises.

All stakeholders will treat our children with the utmost respect while on the premises. Staff should not be asked to speak about another parent’s child. The staff of the school will respect your child’s right to privacy so it is asked that parents respect other children’s rights to privacy. Meetings between stakeholders should be kept to an agreed timeframe.

**The Home – School communication book**

The Home – School communication book is used between class teachers and parents of children with Special Educational Needs, where it is deemed necessary by both parties. The decision to use a Home School communication book will be done in consultation with the parents and teacher.

**Use of the Home School communication book**

This book should focus on the child, their educational, social emotional and physical wellbeing.

The parents may write any issue that may have an impact on the child that day before they leave the house e.g. Child has had a poor night’s sleep, lost glasses, missed breakfast etc.

**If you have a concern or issue that requires further discussion, please arrange an appointment through the office** **so that adequate time and consideration can be given to the matter.**

**Ratification & Review:**

This policy was ratified by the Board of Management on

It will be reviewed as necessary, but not later than \_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chairperson

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_