

Communication With The School Policy

January 2024

Policy Document



Belclare National School

Communication with the School

The school recognises that communication between home and school is vitally important to ensure that there is consistency and understanding in relation to a child, their needs and their education. A culture of partnership between home and school ensures that information is shared which enhances a child's educational experience and allows them to reach their full potential.

The school encourages parents/guardians to contact the school with any concerns or worries that they might have in relation to their child and/or their education. The class teacher is always the first point of contact for any queries relating to a child in school. If your query is in relation to special education - the relevant SET will be the first point of contact.

If you have a Child Protection concern the Designated Liaison Person (DLP) is the Principal, Mrs. Agnes Martyn. In her absence Mrs. Bernadette Finnegan will be the Deputy Designated Liaison (DDLDP).

Special Needs Assistants (SNAs) are not the point of contact in relation to a child - parents/guardians must pass on all new and relevant information to the class teacher in the first instance.

Communication from school to parents:

- Emails - information regarding events, tours, school activities etc
- Text alerts - school closures, reminders, absences
- Aladdin - epayments
- Twitter - regular updates of school activities, school information etc available to view
- Parent-Teacher meetings - these are held once a year and are usually held face to face. Further meetings can be organised if requested by parents.
- Junior Infant Welcome meeting - held in May for parents of new entrants
- Phone or email the school office and request a call back / meeting with teacher.
- Parents may also email the class teacher directly to explain absences or to request a meeting etc.
- Write note in child's journal to teacher.

Parental Complaints Procedure

If a parent/guardian has a complaint, it is necessary to first approach the class teacher. If they are not satisfied with this, then they may contact the Principal. Most complaints will be resolved informally at this stage. However, if parents/guardians are still not happy at this stage, they can consult the official Complaints Procedure for Primary Schools agreed by the INTO and the CPSMA. At all stages all parties are requested to allow time for agreed resolutions to take effect.

This policy should be read in conjunction with the Parental Complaints Procedure and The Code of Conduct for parents.

This Policy was ratified by the Board of management on **10.01.2024**

Signed-

Sarah Molloy
Chairperson

Agnes Martyn
Principal

10/01/2024
Date

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Date