**Communication Policy**

**School and Home**

**Scoil Cholmcille Junior,**

**Ballybrack**

**Roll No: 19641T**

**Introduction**

This policy was developed by the staff of Scoil Cholmcille Junior, the Board of Management and the Parents Association in the school year 2014/2015.

**Rationale**

Its purpose is to provide information and guidelines to parents and staff on the forms communication between school and home in Scoil Cholmcille. The school and the family strive to be mutually supportive and respectful of each other so that the child’s education can be effective.

Communicating with parents is central to maintaining a positive approach in all dealings with children**.** In reference to the school’s Child Protection policy, we encourage openness with parents as well as parental involvement in their children’s education.

**Structures in place to facilitate open communication & consultation with parents  
One to One Parent Teacher Meetings:**

Parent teacher meetings are generally held in November of each year. Individual appointment times are agreed between the parent and the teacher.

Parents are advised at the start of the year that they are free to make individual appointments with their child’s class teacher or learning support/resource teacher at times other than Parent/Teacher meetings. The class teacher or learning support teacher may also make an appointment to meet the parents when considered necessary.

Parents/guardians of children in receipt of resource hours sanctioned by the SENO(Special Education Needs Organiser) are invited to IEP (Individual Education Plan) meetings with the Principal, class teacher and resource teacher and are kept fully informed of their child’s development.

**Parent Meetings and Open Days**

Parents are invited to open Days, such as World Book Day, Maths Day and Grand-parents Day. Parents/guardians are invited to concerts, masses and any other events as appropriate.

Notices regarding upcoming events, adult education classes and services available for parents and children are available on the school website and are displayed at all entrances to the school.

Class meetings are held for parents of incoming Early Start and Junior Infants each year in June before they start in September.

Parents are invited to meetings if and when a policy is reviewed in order that they are consulted about any changes.

**HSCL**

The HSCL visits homes throughout the year, focusing on different class groupings at different times. Parents can meet with the HSCL to discuss issues of concern and can participate in classes and courses to further their own education.

During the year the HSCL invites parents into the classes for various activities, such as Maths for Fun, Shared Reading, Oral Language games and other curricular based activities. Parents engage in these activities with their children and develop an understanding of methodologies used by the class teacher to promote learning.

**School Report:**

Reports are sent to the parents/guardians at the end of every school year. Standardised test results are communicated to parents of 2nd class in the school report. A note explaining the standardised test result is sent with the report. All school reports are sent in the middle of June to allow parents adequate time before the end of term to discuss any concerns they have in relation to school reports.

**Website**

The school has an active website [www.scjballybrack.com](http://www.scjballybrack.com) since December 2012 which keeps parents up-to-date with events in school and invite parents’ involvement with activities and courses in the school. When new or important information is up-loaded to the website the children in 1st and 2nd write this in their homework copy. Infants are given a little website ‘alert note’ in their reading homework folder informing parents that this new information is available.

All parents are given the choice of receiving information by internet or by note/ newsletter. For those parents who have opted to be informed by paper, a copy of anything new that is up-loaded on the website is given to their child. Each teacher has a list of the few children who still require notes.

**Text-a-Parent**

All parents mobile numbers are up-dated in September by the school secretary. Text-a-Parent system is used to remind parents of important events and of any school closures.

**Homework:** Parents/guardians are required to sign the pupils’ homework each night.

**Parents and teachers are encouraged to develop a joint strategy to address specific difficulties**. Parents are encouraged to talk in confidence to teachers about any significant developments in a child’s life, in the past or present, which may affect the child’s behaviour. Unless it is an urgent issue, parents should avoid talking to the class teacher first thing in the morning as the teacher cannot adequately supervise his/her class while at the same time speaking to a parent. Furthermore it is difficult to be discreet when so many children are standing close by and it can be embarrassing for a child when his/her parent is talking to staff at a classroom door.

By making an appointment to meet the class teacher, you will get the teacher’s undivided attention and strategies can be worked out mutually without interruption.

Appointment can be made through the school secretary when wishing to speak to the teacher or principal.

Where parents are separated it is the duty of the parent with whom the child normally resides to inform the other parent of relevant information regarding the child unless a request for information has been expressly sent by the other parent.

In reference to the school’s Code of Behaviour, the staff uses a range of strategies to promote and develop routines that foster good behaviour On occasions, the staff uses sanctions to prevent inappropriate behavior so that all children and staff can operate safely and happily in a relatively disruption free environment. Please respect the right of the teacher to, where necessary, correct, reprimand and sanction a pupil.

Under the terms of the school’s Child Protection Policy, a parent has no right to confront or reprimand a child over a disciplinary issue on the school premises. This is the responsibility of the school staff.

**Behaviour of all adults in the School**.

Positive and respectful communication is of high importance to our school. This not only extends to the children but to all of the adults e.g. the staff, parents and the wider community. 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. All adults are expected to speak to each other with respect.  Shouting or other aggressive tones are not acceptable.

When a group of parents are gathered i.e. collection times from school, please respect the privacy of other parents and show awareness of other parents through the tone and content of conversations held in the school yard. Bad language is not tolerated from the pupils and this rule should be respected by parents also

**Complaints procedure**

Stage 1

All complaints must in the first instance be raised with the teacher in question by the parent/guardian of the child if possible and then if necessary referred to the Principal.

If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further, he/she must lodge the complaint in writing with the Chairperson of the Board of Management

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated by the board of management,

Stage 2

The Chairperson must bring the precise nature of the written complaint to the notice of the staff member and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Stage 3

If the complaint is still not resolved informally, the Chairperson must supply the teacher with a copy of the written complaint and arrange a meeting with the teacher and principal teacher with a view to resolving the complaint. Such a meeting must take place within 10 days of receipt of the written complaint.

Stage 4

If the complaint is still not resolved the Chairperson must make a formal report to the Board within 10 days of the meeting. If the Board considers that the complaint is not substantiated, the staff member and the complainant must be so informed within 3 days of the Board meeting

If the Board considers that the complaint is substantiated or that it warrants further investigation, the following steps should be followed:

a) the teacher must be informed that the investigation is proceeding to the next stage;

b) the teacher must be supplied with a copy of any written evidence in support of the complaint;

c) the teacher is requested to supply a written statement to the Board in response to the complaint;

c) the teacher must be afforded an opportunity to make a presentation of case to the board. The teacher would be entitled to be accompanied and assisted by another person at any such meeting;

d) the Board may arrange a meeting with the complainant if it considers such to be required. The complainant would be entitled to be accompanied and assisted by another person at any such meeting; and

e) the meeting of the Board of Management referred to in (d) and (e) must take place within 10 days of the meeting referred to in 3(b).

Stage 5

When the board has completed its investigation, the Chairperson shall convey the decision of the Board in writing to the staff member and the complainant within 5 days of the meeting of the Board. The decision of the Board shall be final.

This policy was adopted by the Board of Management on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ [date].

This policy has been made available to school personnel, published on the school website and provided to the Parents’ Association. A copy of this policy will be made available to the Department and the patron if requested.

This policy and its implementation will be reviewed regularly in the light of experience. It will be reviewed by the full staff and Board of Management every five years. Any staff member, board member, parent, guardian or student who is unhappy with the content or the implementation of any school policy may request a review at any time and such a request will be dealt with as quickly as possible. Next review of this policy will occur before or during the school year 2017.

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

(Chairperson of Board of Management) (Principal)

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

Date of next review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_