

CUMARSÁID COMMUNICATION

Gaelscoil Raifteirí,
Faiche an Aonaigh,
Caisleán a' Bharraigh,
Co. Mhaigh Eo
Uimhir Rolla: 19832D



Polasaí Cumarsáide na Scoile

Réamhrá:

Tá caidreamh éifeachtach idir an príomhoide, na múinteoirí agus na tuismitheoirí riachtanach d' oideachas, sláinte agus beatha an pháiste fad is a bhíonn siad ar scoil.

Braitheann eispéireas na bpáistí agus a bhfoghlaim ar scoil ar chumarsáid agus ar cé chomh éifeachtach is a bhíonn sé.

Braitheann atmaisféar uile na scoile ar chumarsáid éifeachtach agus sin an fáth go bhfuil an-bhéim ar chúrsaí cumarsáide i nGaelscoil Raifteirí.

De réir sainmheon na scoile, tá béim faoi leith ar mheas a léiriú ar a chéile inár scoil. Is bunchloch í seo a threoraíonn pobal na scoile ar fad agus chuile ní a tharlaíonn i nGaelscoil Raifteirí.

Bíonn córais shoiléir de dhíth chun éifeacht na cumarsáide a chinntiú, córas atá le feiceáil thíos. Tuigimid freisin áfach go mbíonn an-éifeacht uaireanta ag comhráite neamhfhoirmiúla agus neamhphleanáilte a tharlaíonn i measc phobal na scoile. Bíonn brú ama i gcónaí ar scoil agus seo an fáth nach n-oibríonn na modhanna seo i gcónaí. Tuigimid gurbh iad na páistí ár dtosaíocht ach ní chiallaíonn sé seo gur féidir le daoine i bpobal na scoile a bheith ar fáil do chomhrá am ar bith gan coinne.

Seo an cineál cumarsáide a tharlaíonn go rialta i nGaelscoil Raifteirí.

Cumarsáid:

1. i measc na foirne
2. idir na múinteoirí agus na tuismitheoirí
3. idir an oifig agus na tuismitheoirí
4. idir an príomhoide agus na tuismitheoirí
5. idir na tuismitheoirí agus na múinteoirí
6. idir na tuismitheoirí agus an oifig
7. idir na tuismitheoirí agus an príomhoide
8. idir an bord bainistíochta agus pobal na scoile
9. idir choiste na dtuismitheoirí agus pobal na scoile
10. idir an fhoireann agus na páistí
11. idir na páistí agus an fhoireann
12. idir an scoil agus an pobal ginearálta

Tá na córais chumarsáide atá againn mínithe thíos:

Tá an polasaí seo á chur le chéile againn le linn srianta de bharr Cóibhid-19. Níl aon chumarsáid aghaidh ar aghaidh ceadaithe ag an am seo seachas i measc foirne na scoile ach ar chúis éigeandála.

1. Cumarsáid i Measc na Foirne:

Cruinnithe Foirne:

Bíonn cruinnithe foirne rialta ag foireann na scoile.

Memo:

Seoltar Memo seachtainiúil chuig na múinteoirí le heolas maidir le pleanáil, riaracháin nó eile

Córas Riaracháin na Scoile:

Tá Aladdin in úsáid sa scoil. Tá go leor gnéithe ar seo a chabhraíonn le cumarsáid i measc na foirne.

Ríomhphoist:

Tá seoltaí ríomhphoist na scoile ag gach ball foirne agus úsáidtear an mhodh seo chun cumarsáid a dhéanamh.

Grúpaí WhatsApp na Foirne:

Bíonn an mhodh seo éifeachtach don fhoireann.

2. Cumarsáid idir na Múinteoirí agus na Tuismitheoirí:

Ríomhphoist:

Tá ríomhphoist scoile ag gach múinteoir. Foilseofar na seoltaí seo ag tús gach scoilbhliain sa nuachtlitr. Is féidir le múinteoirí ríomhphoist a sheoladh chuig tuismitheoirí nó téacs tríd Aladdin

Fón:

Is féidir le na múinteoirí glaoch a chur ar tuismitheoirí.

Níl sé molta go mbeadh uimhreacha pearsanta mhúinteoirí ag tuismitheoirí

Cruinnithe Fíorúil:

Níl sé mar chleachtas againn cruinnithe fíorúil a reachtáil

Nótaí:

Is féidir le múinteoirí nótaí a sheoladh abhaile sna málaí scoile nó i ndialann obair bhaile na bpáistí.

Litreacha:

Is féidir le múinteoirí litreacha a sheoladh abhaile leis na páistí do na tuismitheoirí.

Aladdin/Seesaw/Google Classroom:

Is féidir le múinteoirí cumarsáid a dhéanamh leis na tuismitheoirí thar Aladdin/Seesaw/Google Classroom

Is féidir le múinteoirí obair bhaile a chur suas ar Aladdin/Seesaw/Google Classroom

Cruinnithe Tuistí:

Eagraíonn an Príomhoide cruinniú le na tuismitheoirí nua agus an múinteoir ranga gach Meitheamh

Eagraítear cruinnithe tuismitheoirí/múinteoirí sa chéad téarma gach bliain chun dul cinn a bpáistí a phlé.

Cruinnithe Eile:

Bíonn múinteoirí ag eagrú cruinnithe eile le tuismitheoirí ó am go ham. Is gá go mbeadh fáth an chruinnithe i gcónaí ar eolas ag na tuismitheoirí roimh ré.

3. Cumarsáid idir an Oifig agus Tuismitheoirí:**Ríomhphoist:**

Tá ríomhphoist ag oifig na scoile, oifig@gaelscoilraifteiri.ie

Is féidir leis an rúnaí ríomhphoist a sheoladh chuig tuismitheoirí.

Fón:

Fón na Scoile: 094 9024700

Is féidir leis an rúnaí glaoch a chur ar thuismitheoirí.

Is féidir leis an bpríomhoide téacsanna a sheoladh más gá.

Litreacha:

Seolann an oifig litreacha sa phost.

Seolann an oifig litreacha abhaile le páistí.

Nótaí:

Seolann an oifig nótaí abhaile leis na páistí ó am go ham.

Nuachtlitir:

Seoltar nuachtlitir mhíosúil chuig tuismitheoirí thar ríomhphoist.

Suíomh Gréasáin:

Foilsítear tuairisc aontaithe an Bhord Bainistíochta ar shuíomh gréasáin na scoile.

Foilsítear eolas mar gheall ar imeachtaí na scoile ar an ngréasán scoile.

Aladdin:

Úsáideann an Oifig an app Aladdin chun cumarsáid a dhéanamh le tuismitheoirí trí ríomhphost agus trí fhaisnéis a phostáil ar an gclár fógraí Aladdin.

4. Cumarsáid idir an Príomhoide agus na Tuismitheoirí:**Ríomhphoist:**

Tá ríomhphoist ag príomhoide na scoile, príomhoide@gaelscoilraifteiri.ie Seolann an príomhoide ríomhphoist chuig thuismitheoirí.

Iarrann an príomhoide ar an rúnaí teagmháil a dhéanamh le tuismitheoirí ar a son.

Fón:

Fón na Scoile: 094 9024700

Glaonn an príomhoide ar thuismitheoirí.

D'fhéadfadh le téacsanna a bheith seolta freisin.

Litreacha:

Seolann an príomhoide litreacha sa phost chuig thuismitheoirí. Seolann an príomhoide litreacha abhaile le páistí.

Nótaí:

Seolann an príomhoide nótaí abhaile le páistí ó am go ham.

Nuachtlitir:

Roinneann an príomhoide eolas maidir le himeachtaí nó eile le na thuismitheoirí gach mí i nuachtlitir na scoile.

Aladdin:

Is féidir leis an bpríomhoide an Aladdin a úsáid chun cumarsáid a dhéanamh le thuismitheoirí trí theachtaireacht téacs, ríomhphost agus an clár fógraí.

Cruinnithe Aonaracha:

Bíonn cruinnithe ag an bpríomhoide le thuismitheoirí ó am go ham. Is gá go mbeadh fáth an chruinnithe i gcónaí ar eolas ag na thuismitheoirí roimh ré.

Cruinnithe Eile:

Is féidir leis an bpríomhoide cruinnithe a eagrú le thuismitheoirí ranga amháin nó le pobal na scoile ar fad ar scoil nó go fíorúil.

5. Cumarsáid idir na Tuismitheoirí agus na Múinteoirí:**Ríomhphoist:**

Tá ríomhphoist scoile ag gach múinteoir.

Is féidir le thuismitheoirí ríomhphoist a sheoladh chuig na múinteoirí

Fón:**Fón na Scoile – 094 9024700 / 086 8174384**

Is féidir le thuismitheoirí glaach a chur ar fhón na scoile chun labhairt le múinteoirí nó chun coinne a dhéanamh labhairt le múinteoirí.

Litreacha:

Is féidir le thuismitheoirí litreacha a sheoladh chuig na múinteoirí.

Nótaí:

Is féidir le thuismitheoirí nótaí a sheoladh isteach chuig na múinteoirí.

Aladdin/Seesaw/Google Classroom:

Is féidir le thuismitheoirí cumarsáid a dhéanamh le múinteoirí thar Aladdin/Seesaw/Google Classroom.

Cruinnithe Tuismitheoirí / Múinteoirí:

Eagraítear cruinnithe thuismitheoirí / múinteoirí sa chéad téarma gach bliain sa scoil nó ar an bhfón.

Eagraítear cruinnithe thuismitheoirí / múinteoirí oideachais speisialta i mí Eanáir agus i mí an Mheithimh gach bliain ar an bhfón.

Cruinnithe Eile:

Bíonn tuismitheoirí ag eagrú cruinnithe eile le múinteoirí ó am go ham. Is gá go mbeadh fáth an chruinnithe i gcónaí ar eolas ag na múinteoirí roimh ré.

6. Idir na Tuismitheoirí agus an Oifig:

Ríomhphoist:

Tá ríomhphoist ag oifig na scoile.

oifig@gaelscoilraifteiri.ie Is féidir le tuismitheoirí ríomhphoist a sheoladh chuig an oifig

Is féidir leis an oifig iad a sheoladh ar aghaidh chuig an príomhoide nó chuig múinteoirí eile má bhaineann siad leo.

Fón:

Fón na Scoile: 094 9024700

Is féidir le tuismitheoirí glaoch a chur ar fhón na scoile chun labhairt leis an rúnaí.

Litreacha:

Is féidir le tuismitheoirí litreacha a sheoladh isteach chuig an oifig.

Nótaí:

Is féidir le tuismitheoirí nótaí a sheoladh isteach chuig an oifig.

7. Idir na Tuismitheoirí agus an Príomhoide:

Ríomhphoist:

Tá ríomhphoist ag príomhoide na scoile.

priomhoide@gaelscoilraifteiri.ie Is féidir le tuismitheoirí ríomhphoist a sheoladh chuig an bpríomhoide.

Is féidir leis an bpríomhoide iad a chur ar aghaidh chuig an rúnaí san oifig nó chuig baill foirne eile más é sin an bealach is éifeachtaí ábhair an ríomhphoist a fhreagairt.

Fón:

Fón na Scoile – 094 9024700

Is féidir le tuismitheoirí glaoch a chur ar fhón na scoile chun labhairt leis an bpríomhoide nó chun coinne a dhéanamh chun labhairt leis an bpríomhoide.

Litreacha:

Is féidir le tuismitheoirí litreacha a sheoladh isteach chuig an scoil nó chuig an oifig don phríomhoide.

Nótaí:

Is féidir le tuismitheoirí nótaí a sheoladh isteach chuig an oifig don phríomhoide.

Cruinnithe Fíorúil:

D'fhéadfaí le cruinnithe fíorúil a bheith eagraithe idir thuismitheoirí agus an príomhoide.

Cruinnithe Eile:

Bíonn tuismitheoirí ag eagrú cruinnithe leis an bpríomhoide ó am go ham. Is gá go mbeadh fáth an chruinnithe i gcónaí ar eolas ag an bpríomhoide roimh ré.

8. Idir an Bord Bainistíochta agus Pobal na Scoile:**Suíomh Gréasáin na Scoile:**

Foilsítear tuairisc aontaithe an Bhord Bainistíochta ar shuíomh gréasáin na scoile tar éis gach cruinniú.

Litreacha:

D'fhéadfadh le Bord Bainistíochta na scoile litreacha a sheoladh chuig baill phobal na scoile.

9. Idir Choiste na dTuismitheoirí agus Pobal na Scoile:**Nuachtlitir na Scoile:**

Is féidir le Coiste na dTuismitheoirí faisnéis a scaipeadh ar a nuachtlitir féin tríd Aladdin

Ríomhphoist:

Tá cuntas ríomhphoist ag Coiste na dTuismitheoirí, paqaelscoilraifteiri@gmail.com

Is féidir leis an gcomhphobal scoile teagmháil a dhéanamh le Coiste na dTuismitheoirí tríd an gcuntas ríomhphoist seo.

Cruinnithe:

Bíonn Cruinniú Cinn Bliana á eagrú ag Coiste na dTuismitheoirí do phobal na scoile go bliantúil. Is féidir le seo tarlúint sa scoil nó go fíorúil.

Is féidir le Coiste na dTuismitheoirí aoichainteoirí a eagrú do phobal na scoile agus d'fhéadfaí na cruinnithe seo tarlúint sa scoil nó go fíorúil.

10. Idir an Fhoireann agus na Páistí:

Bíonn foireann na scoile i mbun cumarsáide leis na páistí an t-am ar fad. Tarlaíonn sé seo in alán bealaí. Déantar é seo sa rang, sa chlós, timpeall na scoile agus go fíorúil, nuair is gá.

11. Idir na Páistí agus an Fhoireann:

Bíonn na páistí i mbun cumarsáide leis an bhfoireann an t-am ar fad ar scoil. Tarlaíonn sé seo sa rang, sa chlós, timpeall na scoile agus go fíorúil, nuair is gá.

Bunaíodh Comhairle na nDaltaí sa scoil i mí Mheán Fómhair 2021. Tá beirt pháiste ó gach rang, Rang 3 go Rang a 6 ar an gcoiste. Athrófar na baill gach bliain trí chóras daonlathach vótála. Eagraítear cruinnithe idir an choiste agus an Príomhoide agus an Príomhoide Tánaisteach go rialta chun labhairt faoi riachtanais na scoile agus faoi na bealaí gur féidir leis na daltaí na spriocanna atá aontithe acu a chur i gcrích

12. Idir an Scoil agus an Pobal Ginearálta:

Suíomh Gréasáin na Scoile:

Úsáideann an scoil suíomh gréasáin na scoile www.scoilraifteiri.ie chun cumarsáid a dhéanamh leis an bpobal.

Instagram/Facebook/Twitter:

Úsáideann an scoil leathanach Facebook, Instagram agus Twitter chun cumarsáid a dhéanamh leis an bpobal.

Cruinnithe Poiblí:

D'fhéadfadh leis an scoil cruinnithe poiblí a eagrú don phobal ginearálta ó am go ham. D'fhéadfadh na cruinnithe seo tarlúint sa scoil nó go fíorúil.

Gearáin:

Bíonn gearáin ag daoine ó am go ham. Is rud nádúrtha é seo. Má bhíonn gearáin nó cúis imní ag tuismitheoir is gá an próiseas thíos a leanúint;

Seo an próiseas atá le leanúint má bhíonn gearáin ag tuismitheoir.

Céim 1: Déantar coinne agus téann an tuismitheoir chuig an múinteoir ranga chun iarracht a dhéanamh an gearán a réiteach.

Céim 2: I gcás nach bhfuil an gearán réitithe leis an múinteoir ranga déantar coinne le bualadh leis an bpríomhoide chun iarracht a dhéanamh an gearán an réiteach.

Céim 3: I gcás nach bhfuil an gearán réitithe leis an bpríomhoide déantar coinne le bualadh leis an gCathaoirleach chun iarracht a dhéanamh an gearán a réiteach.

Céim 4: Mura bhfuil an gearán réitithe ag an bpointe seo is féidir leis an tuismitheoir an gearán a chur i scríbhinn chuig an Cathaoirleach den Bhoird Bhainistíochta. Déanann an Cathaoirleach gach iarracht an gearán a réiteach leis an múinteoir taobh istigh de chúig lá.

Céim 5: Mura bhfuil an gearán réitithe go neamhfhoirmiúil tugann an cathaoirleach cóip den ghearán scríofa don múinteoir agus eagraítear cruinniú leis an Múinteoir, an príomhoide agus an cathaoirleach taobh istigh de deich lá chun iarracht a dhéanamh an gearán a réiteach.

Céim 6: Mura bhfuil an gearán réitithe ag an bpointe seo cuireann an cathaoirleach an gearán os comhair an Bhoird Bainistíochta agus leanann siad leis an bpróiseas.

Conclúid:

Tá gach duine i bpobal na scoile i dteideal go ndéantar gach cumarsáid leo ar bhonn éifeachtach agus béasach agus go léirítear meas orthu i gcónaí.

Tá cód iompair sa scoil a chuireann béim ar mheas agus a bhaineann le gach duine i bpobal na scoile.

Tá sé molta go ndéanann pobal na scoile cumarsáid oifigiúil lena chéile le linn na gnáth amanna oifige más féidir.

Tá an polasaí seo curtha le chéile ag pobal na scoile uilig sa scoilbhliain 2021/22.

Déanfar athbhreithniú ar an bpolasaí seo nuair is gá.

Ghlac Bord Bainistíochta na Scoile leis an bpolasaí seo ar an

School's Communication Policy

Introduction:

The positive relationship between teachers, the principal and parents is essential for the children's education, health and wellbeing while they are in school.

The children's experiences and learning in school depend on this communication and on how effective it is.

A school's atmosphere depends on effective communication and this is why there is a strong emphasis on communication in Gaelscoil Raifteirí.

As stated in the school's characteristic spirit, there is particular emphasis placed on showing respect in our school. This is the foundation that guides everyone in the school community as well as everything that takes place in Gaelscoil Raifteirí.

A clear system is needed to ensure the effectiveness of our communication which is outlined below. We are also aware that informal and unplanned conversations between members of the school community can at times be quite effective. We all must remember that time is a very precious commodity in schools and that time pressures always exist and it is for this reason that these unplanned encounters can sometimes fail. We all understand and agree that the children are all our priorities but this doesn't necessarily mean that members of the school community can be expected to be available for a conversation at any time without a prior appointment.

The following is the type of communication that takes place in Gaelscoil Raifteirí.
Communication:

1. between staff
2. between teachers and parents
3. between the office and parents
4. between the principal and parents
5. between parents and teachers
6. between parents and the office
7. between parents and the principal
8. between the board of management and the school community
9. between the parent's committee and the school community
10. between the staff and the children
11. between the children and the staff
12. between the school and the general public

Our Communication Systems are explained below:

This policy is being devised during restrictions due to Covid-19. No face-to face communication is permitted at this time apart from between school staff.

1. Between School Staff:

Staff Meetings:

The school staff have regular staff meetings.

Memo:

A weekly Memo is sent to teachers outlining planning, administration or events of the week.

School's Administration System:

The school uses Aladdin. There are plenty of aspects to this that help with communication between staff.

E-Mails:

Every member of staff has a school email account and these accounts are used for communication.

Staff WhatsApp Groups:

These can be an effective method of communication.

2. Between Teachers and Parents:**Email:**

Every teacher has a school email account. These emails are published in the school newsletter at the beginning of each school year. Teachers can email or text parents via Aladdin

Phone:

Teachers can call parents

It is not recommended that parents' have teachers' personal phone numbers.

Zoom:

It is not practice to run virtual meetings.

Notes:

Teachers can send notes home in the pupils' school bags or in the homework journals.

Letters:

Teachers can send letters home with the children for their parents.

Aladdin/Seesaw/Google Classroom:

Teachers can communicate with parents through Aladdin/Seesaw/Google Classroom.

Teachers can post homework on Aladdin/Seesaw/Google Classroom.

Parental Meetings:

The Principal organises a meeting with new parents and the class teacher in June each year.

Parent/ Teacher Meetings take place during the first term each year.

Other Meetings:

Teachers organise meetings with individual parents from time to time. The reasons for these meetings must be known by the parents prior to the meetings.

3. Between the Office and Parents:**Email:**

The school's office has an email account,
oifig@gaelscoilraifteiri.ie The secretary can email parents.

Phone:

**School's Phone number: 094
9024700 / 086 8174384**

The secretary can phone parents.
The office can send text messages if necessary.

Letters:

The office sends letters by post.

The office sends letters home with the children.

Notes:

The office sends notes home with the children from time to time.

Newsletter:

A monthly newsletter is sent by email.

Website:

The Agreed BOM report is posted on the school website.

Information about school events is posted on the school website.

Aladdin:

The office uses the Aladdin App to communicate with parents via email and by posting information on the Aladdin noticeboard.

4. Between the Principal and Parents:

Email:

The principal has a school e-mail account,
priomhoide@gaelscoilraifteiri.ie The principal sends emails to parents.

The principal asks the secretary to contact parents on her behalf.

Phone:

School Phone number: 094 9024700

The principal calls parents.

Letters:

The principal sends letters by post to parents.

The principal sends letters home with the children.

Notes:

The principal sends notes home with the children from time to time.

Newsletter:

A monthly newsletter is sent by email.

Aladdin:

The principal can use the Aladdin to communicate with parents via text message, email and the noticeboard.

Individual Meetings:

The principal organises meetings with individual parents from time to time. The reasons for these meetings must be known by the parents prior to the meetings.

Other Meetings:

The principal can organise meetings with parents from different class groups or with all the parents. These can take place in the school or virtually online.

5. Between Parents and Teachers:**Email:**

Every teacher has a school email account.

Parents can contact teachers by email.

Phone:

School Phone number: 094 9024700

Parents can call the school phone to speak with teachers or to make an appointment to speak with teachers.

Letters:

Parents can send letters to the teachers.

Notes:

Parents can send notes into the teachers.

Aladdin/Seesaw/Google Classroom:

Parents can communicate with teachers through Aladdin/Seesaw/Google Classroom.

Parent/Teacher Meetings:

Parent/Teacher Meetings are organised during the first term each year. These can take place in school or by phone.

Parent/Special Education Teacher Meetings are organised at the end of January and June. These can take place in school or by phone.

Other Meetings:

Parents organise other meetings with parents from time to time. The reason for these meetings must be known by the teachers beforehand.

6. Between Parents and the Office:**Email:**

The school office has an email account.

oifig@gaelscoilraifteiri.ie Parents can email the office.

The office can forward on these emails to the principal or to other members of staff when appropriate.

Phone:

School Phone: 094 9024700

Parents can call the school phone to speak with the school secretary.

Letters:

Parents can send letters into the office.

Notes:

Parents can send notes into the office.

7. Between Parents and the Principal:

Email:

The principal has an email account.

priomhoide@gaelscoilraifteiri.ie Parents can email the principal.

The principal can forward on these emails to the secretary in the office or to other members of staff if appropriate.

Phone:

School Phone: 094 9024700

Parents can call the school phone to speak with the principal or to make an appointment to speak with the principal.

Letters:

Parents can send letters into the principal.

Notes:

Parents can send notes into the principal.

Virtual Meetings:

Virtual meetings may be organised between parents and the principal.

Other Meetings:

Parents organise meetings with the principal from time to time. The reasons for these meetings must be known by the principal beforehand.

8. Between the Board of Management and the School Community:

School Website:

After every Board of Management meeting, an agreed report is published on the school's website.

Letters:

The Board of Management can send letters to members of the school community.

9. Between the Parents' Committee and the School Community:

Newsletter:

The Parents' Committee can disseminate information via their own newsletter on Aladdin.

Email:

The Parents' Committee have an email account,

pagaelscoilraifteiri@gmail.ie

The School Community can communicate with parents using this account.

Meetings:

The Parents' Committee organise an AGM annually. This can take place in the school or remotely.

The Parents' Association can invite guest speakers for the school community and these meetings can take place in school or online.

10. Between the Staff and the Children:

The school staff is constantly communicating with the children. This is done in a variety of ways in class, in the yard and around the school.

11. Between Children and the School Staff:

The children communicate with the school staff all the time in school. This happens in class, in the yard, around the school and virtually.

A Pupil's Committee was founded in the school in September 2021. There are two representatives from each class from 3rd to 6th class on this committee. The members will change each year through a democratic voting system. Meetings between the Principal, Deputy Principal and the committee are arranged monthly to discuss the needs/goals of the school and ways in which the pupils can help to achieve these goals.

12. Between the School and the General Public:

School Website:

The school uses the school website, www.scoilraifteiri.ie to communicate with the general public.

Instagram/Facebook/Twitter:

The school uses Instagram, Facebook and Twitter to communicate with the general public.

Public Meetings:

The school can organise public meetings from time to time. These meetings can happen in the school or virtually.

Complaints:

People have complaints to make from time to time. This is very natural. If parents have a complaint or a reason for concern, they must follow the following procedures:

Complaints Procedure

The following is the agreed procedure for processing complaints by parents.

Step 1: The parent makes an appointment and approaches the teacher with the view to resolving the complaint.

Step 2: Where the complaint is not resolved an appointment is made to approach the principal with a view to resolving the complaint.

Step 3: Where the complaint is not resolved with the principal an appointment is made to approach the Chairperson with a view to resolving the complaint.

Step 4: Where the complaint remains unresolved the parent may hand a written complaint to the chairperson. The chairperson brings the complaint to the notice of the teacher and seeks to resolve the matter within five days.

Step 5: If the complaint is not resolved informally the chairperson supplies the teacher with a copy of the written complaint and arranges a meeting with both the teacher and principal within ten days.

Step 6: If the complaint is still not resolved the chairperson takes the complaint to the Bord of Management and they continue with the process.

Conclusion:

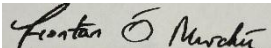
Everyone in the school community is entitled to and deserving of all communication to be made with them in an effective, polite and respectful manner.

The school's Code of Behaviour places an emphasis on respect and applies to everyone in the school community.

It is advised that members of the school community communicate with each other in an official capacity during normal office hours where possible.

Rinneadh athbhreithniú ar an bpolasaí seo i gcomhair le tuismitheoirí agus foireann na scoile. Bhí sé daingnithe ag an mBord Bainistíochta ar an 29.3.22.

This policy was reviewed in consultation with parents and staff. It was ratified by the Board of Management on the 29.3.22

Sínithe: 

Dáta: 29.3 2022