

### **Parent/Staff Communication Policy**

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### **Disciplinary & Grievance Procedures for Parents**

The purpose of this policy is to provide information and guidelines to parents and staff on parent/staff meetings and parent/staff communication in Glanduff National School. The school, works in partnership with parents to promote the spiritual, moral, cultural, mental and physical development of all its pupils. The family and home are central to the social and intellectual development of the child and the nurturing of good, moral values. The school and the family strive to be mutually supportive and respectful of each other so that the child's education can be effective. This policy contributes towards those ideals.

#### **Aims/Objectives**

To foster fruitful and trusting relationships between school and parents.

To afford parents the opportunity to express concerns through the framework of a definite procedure.

To minimise the opportunity for miscommunication through affording parents an opportunity to liaise with the class teacher/special education teacher.

#### **Parents are encouraged to:**

- Develop close links with the school
- Participate in meetings in a positive and respectful manner, affirming the professional role of the staff and all staff members in the school
- Collaborate with the school in developing the full potential of their children
- Share the responsibility of seeing that the school remains true to its ethos, values and distinctive character
- Become actively involved in the school/parents' association
- Participate in policy and decision-making processes affecting them.

#### **Structures in place to facilitate open communication and consultation with parents:**

- Meeting for parents of new Junior Infants – February
- Parent/teacher meetings one-to-one in November/December
- Parents receive school report of each pupil at the end of each school year
- Meetings with parents of children with Special Educational Needs
- Consultation throughout the year
- Written communication
- Regular newsletters keep parents up-to-date with school events, holidays and school concerns
- Homework journal (senior pupils), is used to relay messages which are signed between parents and teachers. Parents are requested to sign their child's diary each night to certify that homework has been completed
- Parents are invited to events throughout the year e.g. school masses and school concerts
- Involvement of parents in the 'Grow in Love Programme' section for parents

## **Informal Parent/Staff Meetings**

1. The school encourages communication between parents and staff.
2. Meetings with the teacher/SNA at the class door to discuss a child's concern/progress are discouraged on a number of grounds:
  - a. Teacher/SNA cannot adequately supervise his/her class while at the same time speaking to a parent
  - b. It is difficult to be discreet when so many children are in close proximity.
  - c. It can be embarrassing for a child when his/her parent is talking to teacher/SNA at a classroom door.

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 the teaching/learning time.

If parents wish to drop in lunch boxes, sports gear etc., this can be done through the secretary's office & doorbell as it is important to keep class interruptions to a minimum.

All contact with teachers will be via email/school phone. Messages for teachers can be sent by email or by phoning the school office. Each teacher has their own school email address and will respond in a timely manner during school hours.

## **In-School Procedures**

If a parent has a concern in relation to their child's teacher, or the progress of their child, the following steps are to be followed:

### **Stage 1 (Informal)**

1. The parent/guardian meets the class teacher to resolve the problem at the school on appointment. Parents must not contact teachers at home or approach them unannounced in this regard.
2. If the issue is not resolved with the class teacher, the parent/guardian or teacher may inform the principal of the nature of the complaint. The principal and class teacher try to resolve the problem with the parent.
3. If the matter remains unresolved the parent/guardian may raise the matter verbally with the chairperson of the BOM. The chairperson may work with the various parties to find a resolution.

### **Stage 2 (Formal)**

1. If the grievance persists, the parent /guardian may pursue the matter by lodging a complaint in writing with the chairperson of the BOM.
2. The chairperson of the BOM will bring the nature of the complaint to the notice of the teacher and seek to resolve the issue, within 5 days of receipt of the complaint.

### **Stage 3**

1. If this process fails, the chairperson will supply the teacher with a copy of the written complaint and arrange a meeting with the teacher concerned and principal. This will happen within 10 school days of receipt of the written complaint.

### **Stage 4**

1. The chairperson, principal and teacher will spend time seeking a resolution. If, after this time, the complaint remains unresolved the chairperson will report formally to the BOM within 10 days of the meeting.
2. If the Board considers that the complaint is not substantiated, the staff and the complainant should be so informed within 3 days of the Board meeting.

3. If the Board considers that the complaint is substantiated or that it warrants further investigation, the following steps should be followed:
  - a. The staff member should be supplied with copies of any written evidence in support of the complaint
  - b. He/she should be requested to supply a written response to the complaint to the Board and should be afforded an opportunity to make a presentation to the Board and to be accompanied by another person to that meeting
  - c. The Board may arrange a meeting with the complainant, who may be accompanied by another person to this meeting

#### **Stage 5**

1. Following the Boards investigations, 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.

#### **Success Criteria**

- ✓ Swift and efficient resolution of grievances
- ✓ Reviews of school policies as issues arise
- ✓ Parent and teacher satisfaction
- ✓ Positive school community feedback

#### **Please Note:**

This policy does not cover:

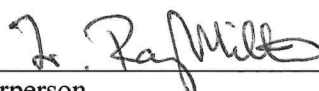
1. Complaints that are being dealt with through legal channels
2. Matters of professional competence which come under the remit of the Department of Education and Science
3. Petty complaints which do not relate to the work of a particular teacher.

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This policy has been ratified by the Board of Management following formulation, consultation and input by the Board, principal and staff of the school. It was reviewed in May 2024.

It will be reviewed and amended in the year 2026/2027 as per our policy development plan.

Signed for and on behalf of the Board

  
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Chairperson  
Board of Management

Date: 07/10/24

