

St. Oliver's Special School



Communications Policy

Introduction:

We, in St. Oliver's Special School, acknowledge the primary role that parents/ guardians play in their children's education and the importance of good communication between the school and the parents/ guardians of the child according to the following policy:

All formal communications from the Board of Management, principal or teaching staff, shall be addressed to the home address of the child as given in the school enrolment form. It is the parent's/ guardian's responsibility to update the school office of any changes of address or contact numbers. General notes and newsletters will be sent home with each child and in their Home School Communication journal.

General Communication:

We, in St. Oliver's Special School, while recognising the professional expertise of the teaching staff, acknowledge the importance of parental participation as partners in education. However, any information imparted by the school or by any of its teaching staff, is only done so in the interests of the welfare of the child and will only be furnished on the basis that any such information will not be used in evidence in any legal dispute between the parents of the child.

IEP meetings will be held for each child each year in term 1 (September - December). Parent teacher meetings will be held each year in May for all classes. A written school report will be issued for each pupil in June. Duplicate reports will be issued on written request.

Unfortunately, teachers are not in a position to deal with any queries relating to any matters personal to the child's relationship with either or both parents/ guardians.

Messages from the class teacher to parent/ guardian will be conveyed through the Home School Communication journal and vice versa. Parents /guardians who are separated should ensure that they provide the school with their current address if they require the above information.

Textparent is also used for unpredictable events and important reminders. This service guarantees that essential messages are received by the child's parents/guardians. If your family choose to designate an alternative number please inform the school office. The school assume a child's mother to be the first point of contact unless otherwise stated by the family.

The class teacher is the first point of contact for parents/guardians. If you have any queries or concerns regarding your child, please contact your child's teacher and make an appointment to meet. When making the appointment please indicate the nature of your concern e.g. class work, behaviour, personal. There are times when a meeting is unnecessary, and when a phone call will suffice. The teacher will advise you of same. In addition, if there is a change in home circumstances (e.g. illness, separation or anything you feel may affect your child), it is important to let the school know. You can arrange a meeting by

- (i) Writing a note in the child's Home School Communication work journal requesting an appointment
Or
- (ii) Ringing the secretary's office on (093) 24402 between 9:00am and 1:30pm.

Complaints Procedure:

It is in the interests of pupils, parents/ guardians and teachers that good relations should exist between home and school. Teachers are willing to discuss any concerns which may arise from time to time as detailed above and with mutual respect and goodwill most concerns can be resolved readily. A nationally agreed procedure exists to address issues and this is detailed below:

Stage 1 (Informal):

A parent/guardian who wishes to make a complaint should meet with the class teacher with a view to resolving the complaint. If the matter is unresolved, the parent/guardian should meet with the principal and the class teacher. If the issue remains unresolved, the parent/guardian should arrange to meet with the Chairperson of the Board of Management who in turn will meet with the parties with a view to resolving the issue.

Stage 2 (Formal):

If the issue is still unresolved, the detail of the issue should be lodged in writing with the Chairperson of the BOM.

The Chairperson shall bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter within 5 days of the receipt of the

written complaint. Should the matter remain unresolved the issue will be brought to the attention of the Board of Management at its next ordinary meeting and shall be considered with a view to resolution. The determination of the BOM will be notified to all parties within 10 working days. This determination can be appealed to the office of the Minister for Education and Skills.

Review:

The school is subject to the Education Act (1998), The Education Welfare Act (2000), The Education for Persons with Special Education Needs Act (2004) and all relevant Equality Legislation. The Board of Management will review its Communications Policy on an annual basis to ensure compliance with statutory requirements.

Ratification and Communication:

This policy was ratified by the Board of Management on the 17th January 2018. The policy will be made available to all parents/guardians of children in the school on request. Arrangements are made to communicate the policy to all parents/guardians on application for a placement in the school.

Signed: _____ Date: _____
Chairperson, Board of Management

Signed: _____ Date: _____
Principal

Review date: _____