

## ***Home/School Communication Policy***

### **Introductory statement**

This Policy was developed by the staff of Kingsland NS in consultation with the Board of Management and Parents of the School. Its purpose is to provide information and guidance to parents and staff on the invaluable Home/School Partnership Approach that benefits the education of all pupils in the school. In particular, it outlines procedures for effective Parent/Teacher Communication, including Parent/Teacher Meetings. School personnel and family members strive to be mutually supportive and respectful of each other and this approach is central to the realisation of Kingsland NS Vision Statement. The partnership is envisaged as a positive working relationship that is characterised by a shared sense of purpose, mutual respect and a willingness to listen and learn in the best interests of pupils' development and progress.

### **Strategies/Procedures to Support the Home/School Partnership Approach in Kingsland NS.**

- General Information/Orientation Meeting for parents of 'new' Junior Infants – late May/early June
- Formal Parent/Teacher Meetings currently held in November
- School Reports are sent to the parent(s)/guardian(s) of each pupil in June of each school year, and parents are invited to PT meetings to discuss the report
- As appropriate, additional meetings between Parent(s) and Teacher(s) concerning pupils who may have special educational needs and/or to discuss pupil progress, behaviour, etc
- Ongoing communication throughout the school year by means of family notes, calendar of events, website notifications, notes from class teachers/special education team teachers, TextaParent.ie, homework journals, individual pupils progress reports, newsletters
- Homework Journals (All classes) are used to relay messages which are signed between parents and teachers. Parents are requested to sign diary each night to certify that homework has been completed
- The school values and welcomes the participation of parents/guardians in school events e.g. school concerts, open days, school ceremonies etc
- Parental involvement and participation is particularly encouraged in certain areas of children's education, such as sacramental preparations, social personal and health education programmes, health promotion activities, sports events, green school projects, science fair etc

### **Parent/teacher meetings**

The aims of Parent/Teacher Meetings are:

- To facilitate an exchange of information among staff members and parents
- To let parents know how their children are progressing in school
- To let teachers know how children are getting along outside school
- To establish an ongoing relationship and communication with parents

### **Informal parent/teacher communication:**

- Communication between parents and teachers is encouraged
- *Parents are asked to please make an appointment (by phone call, or by note in the Homework Journal) to meet with the child's teacher if/when needed.* Pre-arranged appointments facilitate better quality communication between the parent and teacher, rather than the more rushed and distracted type that takes place when the teacher has to supervise the pupils in the class from the classroom door while at the same time communicating with a parent. Pre-arranged meetings allow for more discreet communication and avoid potential embarrassment for a child when his/her parent is talking to the teacher at the classroom door

- It is understood that from time-to-time certain 'sensitive/urgent' situations will arise which will require a parent to arrive at the school without appointment and such situations will of course continue to be facilitated.

### **Formal parent/teacher communication**

Formal timetabled Parent/Teacher Meetings take place each year in Term 1 and Term 3. These Meetings are an important opportunity for parents and teachers to exchange information regarding the child's progress and *every effort should be made by parents to attend the meeting.*

- Appointment slips, time slots or time of availability for meeting teachers may be issued to parents during the week prior to the meeting. If unable to attend, parents should notify teacher(s) accordingly so that an alternative appointment may be made
- In the case of married but separated parents, requests may be made by both parents to meet their child's teacher(s) individually for parent/teacher meetings
- In the case of unmarried separated parents, requests may be made by both parents to meet their child's teacher(s) individually for parent/teacher meetings, subject to the natural father having established his 'guardianship, custody and access rights' through the court and/or by means of statutory declaration made by the natural mother.

### **End-of-year school reports**

- An end-of-year school report is issued parents in June
- In the case of married but separated parents, requests may be made by both parents to have a copy of the end-of-year report posted to their address
- In the case of unmarried separated parents, requests may be made by both parents to have a copy of the end-of-year report posted to their address subject to the natural father having established his 'guardianship, custody and access rights' through the court and/or by means of statutory declaration made by the natural mother.

### **Other parent/teacher communications**

- The TextaParent service is also used to notify/update parents of significant/unexpected events during the school year
- Parents are encouraged to check Homework Journals on a nightly basis (Monday to Friday) as notes/comments may be included by the child's teacher. Similarly, parents may use the homework journal to communicate with teacher(s). Parents are required to complete the appropriate section of the homework journal to notify the class teacher of their child's absence, including date(s) and reason for absence(s).

### **Parents are encouraged to**

- Develop and maintain close links with the school
- Collaborate with the school in developing the full potential of their child(ren)
- Emphasise the benefits and importance of learning to their child(ren)
- Equip pupils with all the appropriate school materials (books, copies, writing materials, etc) required during the school day, including a healthy, nutritious lunch and school uniform as per School Uniform Policy
- Become actively involved in the Parents Association
- Participate in policy and decision-making processes when the opportunity arises
- Notify the school at the earliest opportunity if family events/situations occur that cause anxiety to your child and therefore may adversely affect his/her education
- Provide a note of explanation when a pupil is late arriving to school, absent from school or not in correct full uniform
- Speak positively about the school and its staff members: if there is a concern, please address it directly with a staff member
- Show care and respect for school property and encourage child(ren) to do likewise
- Refrain from bringing family pets on to the school premises (even if on a lead)

- Facilitate the child(ren) reaching their full potential and gaining maximum benefit from their time in school by ensuring that pupils attend regularly and punctually throughout the school year.
- Leave the school building/grounds promptly when 'dropping-off' pupils especially those young pupils who may experience some 'separation anxiety' in the earlier part of the school year. Further contact will be made with parents if the need arises.

### **Staff members seek to**

- Promote partnership and collaboration with parents in the interests of the child(ren)'s learning and holistic development on a 'whole school' basis
- Maximise the active participation of parents in their child(ren)'s education
- Raise awareness in parents of their own capacities to enhance their child(ren)'s educational progress
- Promote active co-operation between home, school and relevant community and statutory agencies in promoting the educational interests of pupils.

### **Health and Safety Issues:**

Kingsland NS prides itself on being an open, welcoming place for all members of the school community. However, in order to provide a safe and supportive environment for all who work and learn in the school the following procedures are in place:

- The school access/exit door is controlled by an access control system. All visitors (including parents/guardians) to the school are required to 'buzz' to gain admission to the school
- A closed circuit monitoring/recording system (CCTV) has been installed outside the school building
- As the BoM is responsible for the Health and Safety of all members of the school community, parents/guardians are not allowed to challenge/reprimand another person's child on the school premises

### **Procedures for addressing complaints**

It is acknowledged that disagreements and/or complaints may arise from time-to-time. The primary thrust of the Home/School Partnership outlined above is seen as supporting a preventative rather than a curative response to the difficulties that may occasionally develop.

It is envisaged that all disputes/challenges should be addressed initially at a more informal level, usually involving contact and communication between parent(s) and teacher(s). Experience has shown that where a mutually respectful willingness among parent(s) and teacher(s) exists to discuss difficulties and to engage in a solution-driven approach to addressing such disputes/challenges, then the majority of such matters are resolved speedily and to the satisfaction of all involved.

Where a satisfactory resolution of the issues is not achieved at the more informal level, then parent(s) and/or teacher(s) may wish to pursue the matter further and involve themselves in a more formal approach to seek resolution of the matter.

*(See **Appendix 1** which summarises the Complaints Procedure agreed by the INTO and CPSMA in 1993 and adopted by the Board of Management of Kingsland NS.*

### **Roles & Responsibilities**

All staff members, parents, pupils and BoM members share responsibility for supporting the implementation of the Home/School Partnership Policy.

### **Success criteria**

The school evaluates the success of this Policy through:

- Positive and supportive engagement and participation of parents, staff, BoM members and pupils in the education process
- The extent to which there exists a mutually-beneficial, supportive and positive atmosphere and relationship among all members of the school community
- Feedback, as appropriate, from all members of the school community
- Indications that the smooth and efficient running and organisation of the school is enhanced through the implementation of this policy
- The indications that the facilitation and implementation of the Home/School Partnership Policy are enhancing the learning opportunities of the pupils of the school.

**Ratification and communication**

The policy was reviewed and ratified by the Board of Management at its meeting on 22<sup>nd</sup>. October 2013. Its implementation was deemed effective from that date.

A copy of this policy was made available to all members of staff. Parents were made aware of the existence and availability of the policy by means of Newsletter, and this policy is also included on the Kingsland NS website at [www.kingslandns.ie](http://www.kingslandns.ie)

**Timetable for Review:**

A Review of this Policy will be conducted as deemed appropriate, based on the success criteria outlined above.

Signed: .....  
Chairperson of the BOM

Date: .....

## **APPENDIX 1: COMPLAINTS PROCEDURE**

### **(Adopted & Ratified by the Board of Management of Kingsland NS)**

#### **INTO/MANAGEMENT COMPLAINTS PROCEDURE**

The Irish National Teachers' Organisation and the Primary School Management representatives reached agreement on a procedure for dealing with complaints by parents against teachers. The purpose of the procedure is to facilitate the resolution of difficulties where they may arise in an agreed and fair manner. The agreement lays out in five stages the process to be followed in progressing a complaint and the specific timescale to be followed at each stage.

#### **Important note**

Revised procedures for processing complaints by parents will be prescribed for all schools under Section 28 of the Education Act 1998. When available, the revised procedures will be sent to each school and will replace the procedures printed here.

#### **Introduction**

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the BoM, except where those complaints are deemed by the Board to be:

- (i) On matters of professional competence and which are to be referred to the Department of Education
- (ii) Frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school or
- (iii) Complaints in which either party has recourse to law or to another existing procedure.

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

#### **Stage 1**

- 1.1 A parent/guardian who wishes to make a complaint should, unless there are local arrangements to the contrary, approach the class teacher with a view to resolving the complaint
- 1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher she/he should approach the Principal with a view to resolving it
- 1.3 If the complaint is still unresolved the parent/guardian should raise the matter with the Chairperson of the BoM with a view to resolving it.

#### **Stage 2**

- 2.1 If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the BoM
- 2.2 The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

#### **Stage 3**

3.1 If the complaint is not resolved informally, the Chairperson should, subject to the general authorisation of the Board and except in those cases where the Chairperson deems the particular authorisation of the Board to be required:

- (a) Supply the teacher with a copy of the written complaint and
- (b) Arrange a meeting with the teacher and, where applicable, the Principal Teacher with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

**Stage 4**

4.1 If the complaint is still not resolved the Chairperson should make a formal report to the Board within 10 days of the meeting referred to in 3.1(b)

4.2 If the Board considers that the complaint is not substantiated the teacher and the complainant should be so informed within three days of the Board meeting

4.3 If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows

(a) The teacher should be informed that the investigation is proceeding to the next stage

(b) The teacher should be supplied with a copy of any written evidence in support of the complaint

(c) The teacher should be requested to supply a written statement to the Board in response to the complaint

(d) The teacher should be afforded an opportunity to make a presentation of case to the Board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting

(e) 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 a friend at any such meeting and

(f) The meeting of the BoM referred to in (d) and (e) will take place within 10 days of the meeting referred to in 3.1(b).

**Stage 5**

5.1 When the Board has completed its investigation, the Chairperson should convey the decision of the Board in writing to the teacher and the complainant within five days of the meeting of the Board

5.2 The decision of the Board shall be final

5.3 This Complaints Procedure shall be reviewed when deemed necessary

5.4 Management Bodies or the INTO may withdraw from this agreement having given the other party three months' notice of intention to do so

\*In this agreement 'days' means schools days.