



OUR LADY OF THE WAYSIDE NS

Our Lady of the Wayside NS policy on parent /staff communication

Our Lady of the Wayside NS encourages positive communication between parents and staff. Positive communications acknowledge and affirm that learning, safety and respect are key to each child's success and to the successful functioning of the school and all communications should reflect these three principles. Communications take a number of forms, including;

- Newsletters at least every four or six weeks
- Text-a-parent for events and reminders
- Formal parent teacher meetings, usually held in February.
- Notes and calls re. specific children's needs or issues as appropriate.
- Yellow, Red and Green cards are key to the school's code of behaviour and notifying parents if a child has been involved in an incident of unacceptable behaviour at school.

Informal Parent/Staff Meetings

1. Unscheduled meetings with the class teacher or SNA at the class door to discuss concern in relation to a child are discouraged on a number of grounds:
 - a) Staff cannot adequately supervise his/her class while at the same time speaking to a parent
 - b) It may be indiscreet and inappropriate when so many children are standing close by
 - c) Important issues cannot be dealt with in an informal or rushed context and it can be embarrassing or undermining for a child when his/her parent is talking to staff 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 where appropriate making every effort to ensure that the children in the class do not lose out on any of the teaching/learning time. Every effort will be made to address issues through appointments. The PO may, however, refuse to facilitate a meeting if it is deemed inappropriate or unnecessary.

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

Parents are strongly discouraged from taking pupils out of school during term time in order to facilitate family holidays.

Complaints Procedure

Complaints are infrequent but the school would wish that these would be dealt with informally, fairly and quickly. The following is the agreed complaints procedure to be followed in primary schools.

Stage 1-informal stage

1. A parent/guardian who wishes to make a complaint should, firstly approach the **class teacher** with a view to resolving the complaint
2. Where the parent/guardian is unable to resolve the complaint with the class teacher / sna he/she should approach the **Principal** with a view to resolving it



OUR LADY OF THE WAYSIDE NS

3. If the complaint is still unresolved, the parent/guardian should raise the matter with the **Chairperson** of the Board of Management with a view to resolving it.

Stage 2-formal stage

1. If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further, he/she should lodge the complaint in writing with the Chairperson of the Board of Management
2. The Chairperson will bring the precise nature of the written complaint to the notice of the staff and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Stage 3

1. If the complaint is not resolved informally, the Chairperson should, subject to the authorisation of the Board:
 - a. Supply the teacher/sna with a copy of the written complaint and
 - b. Arrange a meeting with the teacher/sna, and where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

Stage 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
2. If the Board considers that the complaint is not substantiated, the staff member 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 teacher /sna 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

Following the Board's investigations, the Chairperson shall convey the decision of the Board in writing to the staff and the complainant within 5 days of the meeting of the Board. The decision of the Board shall be final.

Behaviour of all Stakeholders 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 stakeholders e.g. the staff, parents and the wider community. Anyone entering our building should feel safe to do so. 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.



OUR LADY OF THE WAYSIDE NS

It is important that all stakeholders are responsible for their own behaviours in the school. Examples include:

- All stakeholders are expected to speak to each other with respect. Shouting or other aggressive tones are not acceptable. If a stakeholder displays anger or aggression to another member of the school community, they may be asked to remove themselves from the building. In certain cases, the Gardaí may be called
- All stakeholders will treat our children with the utmost respect while on the premises
- Staff members cannot speak about another parent's child. The staff of the school will respect all children's right to privacy so it is asked that parents respect other children's rights to privacy
- When stakeholders meet, it is important to respect that the time of meetings should be kept to a reasonable amount of time. Times of meetings should be agreed beforehand and these should be respected.
- Should a parent need to have a discussion or meeting, an appointment should be made at a convenient time for both parties. This ensures that issues can be resolved. Classes begin at 08.50am and finish at 2.30pm and this time should not be interrupted.

Safety, Health and Welfare at Work

The Safety, Health and Welfare at Work Act became operative on 1 November 1989. It is an important piece of legislation for BoMs and for those who work in schools, as schools and colleges were brought under the scope of safety legislation for the first time.

It is recognised that school staff may be at risk from violence in the form of verbal abuse, threats, harassment, allegations, assaults or other forms of intimidation. This behaviour may come from pupils, parents, guardians, other staff members or intruders. It is the responsibility of the Board of management to ensure that the rights of staff members to safety and respect in conducting their work are upheld.

In this respect, all staff members should be aware of **DES Circular 40/97** which deals with the procedures to follow if they feel they have been subjected to any of the above behaviours. A copy of this circular can be found in the school's Health and Safety folder.

Ratified by the Board of Management

Chairperson: _____

Date: _____