



1. Introduction

Killygordon National School is a co-educational Church of Ireland school which strives to provide a well-ordered, caring, inclusive, happy and secure atmosphere where the intellectual, spiritual, emotional, moral and cultural needs of the pupils are identified and nurtured.

Parents are recognised as the primary educators of their children. Teachers are recognised as professionals in education and work in partnership with parents.

Respectful parent-teacher communication is promoted throughout the duration of the pupil's education at the school, and home-school links are actively encouraged. Effective communication between home and school is essential in supporting every child's wellbeing and learning. This policy outlines the expectations and procedures for communication between parents/guardians and school staff. Our aim is to ensure that communication is respectful, purposeful, and efficient so that the needs of all pupils can be best met.

2. General Principles

- The school values open, positive relationships between parents and staff.
- All communication should be respectful, polite, and solution-focused.
- Staff and parents share the common goal of supporting the child; therefore, communication should reflect mutual trust and understanding.
- Confidentiality will be maintained in line with school policy and data protection requirements.

3. Respectful Communication

Politeness is expected at all times. Aggression, raised voices, intimidation, or rudeness—whether in person, by phone, email, or written message—will not be tolerated. Where communication becomes disrespectful, the staff member may end the interaction and reschedule for another time or request that communication be made in writing. Such instances will be reported to the Chairman of the Board of Management.

4. Aims of Communication Policy

To build a school community which is supportive of pupils, staff and all members of the school community who serve the school.

To establish procedures for the sharing of information in relation to pupil progress, needs and attainment

To promote a culture of respect and partnership in the education of our pupils

5. Communication Channels

5.1 Homework Diary / Communication Notebook

- Parents are encouraged to use the homework diary (or communication notebook where applicable) for **short, quick notes** such as changes to home time arrangements, small queries, updates, or clarifications.
- This is often the most efficient way to share minor information.
- Teachers do not have the capacity to read or respond to lengthy entries. Notes should be **clear, concise, and to the point**.

5.2 Aladdin

- A parent can indicate a reason for their child's absence on Aladdin. The teacher then accepts this notice.
- If no reason for absence is given, 'unexplained' is filled in by the teacher and Aladdin will then notify the parent that their child is absent with an 'unexplained' reason.
- If your child arrives late or leaves early, this is also indicated by the parent on Aladdin.
- Aladdin will automatically inform parents by text message when their child is absent from school for 10, 15 and 20 days.

5.2 Email Communication

- Emails should be brief, factual, and focused on the specific issue.
- Teachers' primary responsibility is to their pupils during the school day; therefore, they may not be able to respond immediately.
- A response will normally be provided within **five school days**.
- Emails should **not** be used for urgent or sensitive matters; instead, parents should request a meeting.

5.3 Speaking to the Teacher

- A **quick word at the door** (morning drop-off or home time) is welcome when appropriate. These quick exchanges can often resolve small issues promptly and efficiently.
- However, teachers cannot engage in lengthy conversations at these times due to supervision responsibilities. If the matter requires more discussion, a meeting should be requested.

5.4 End of Year Reports

Annual Progress Reports detailing pupil progress during the academic year are issued in June via Aladdin Connect. Parents are advised to keep these reports for reference as they may be required if the child changes school. They are also useful in building a profile of a pupil's learning strengths and areas for improvement.

6. Parent-Teacher Meetings

Annual Parent-Teacher Meetings

Parent-Teacher meetings are offered to all parents in Term One of each school year. Parents are asked to rearrange if the time offered is unsuitable, by contacting the school office. Each family is offered a ten minute appointment and a brief overview of the child's progress is provided. Parents are requested to respect the timeframe and bring any queries they may have to the meeting.

6.1 Requesting a Meeting

- Parents may request a meeting by writing a short note in the homework diary or emailing the school office.
- Teachers may also request a meeting if necessary.
- Meetings will be scheduled at a mutually suitable time.

6.2 Duration and Structure

- Meetings with school staff will be a **maximum of 15 minutes**.
- Meetings involving outside agencies / professionals may take longer than 15 minutes.
- If additional time is required, a follow-up meeting will be arranged.
- To make the best use of the time, parents are asked to consider in advance:
 - What they wish to discuss
 - What outcome, follow-up, or resolution they are seeking
 - Any relevant information that may help the discussion

6.3 Staff Member in Attendance

- Teachers may have another staff member present at a meeting for the purpose of note-taking.
- This practice is used to ensure clarity, fairness, and accurate record-keeping.
- A copy of the notes taken at the meeting will be provided to the parent/guardian.

7. Telephone Communication

- Parents should contact the **school office** for general queries or messages that need to reach a teacher during the school day.
- Teachers will return calls only if necessary and when they are free from class and supervision duties.

8. Urgent or Sensitive Matters

- Urgent concerns should be communicated directly through the school office.
- Sensitive issues should not be discussed at the classroom door or in open areas; instead, a meeting should be arranged.

9. Communication Outside School Hours

- Staff are not expected to respond to communication outside school working hours, on weekends, or during school holidays.

- Emails or messages sent during these times will be addressed within 5 school days.

10. Resolving Concerns

- Most concerns can be resolved quickly by speaking directly with the class teacher.
- It is expected that parents communicate respectfully with school staff at all times. Disrespect or aggression will not be tolerated, and school staff reserve the right to end a meeting, should they feel uncomfortable with the tone of the conversation.
- If further concerns arise, parents may refer to the school's parental complaints procedure.

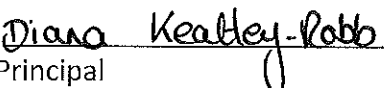
11. Review of Policy

This policy will be reviewed regularly and updated as needed. Feedback from staff and parents will be considered as part of the review process.

This policy has been devised in consultation with the staff of Killygordon National School, and the Board of Management.

Signed: 
Chairperson of Board of Management

Date: 2-12-25

Signed: 
School Principal

Date: 2.12.2025