



# SCOIL URSULA

Strandhill Road, Sligo

F91 WD27

Roll No.: 18979F

[www.scoilursula.com](http://www.scoilursula.com)

## Scoil Ursula Communication Policy

### 1. Introduction

At Scoil Ursula, we place great importance on positive, open, and respectful communication between all members of our school community — pupils, staff, parents/guardians, the Board of Management, and the wider community.

We recognise parents and guardians as the primary educators of their children and value the strong partnership between home and school. Effective communication supports the wellbeing, learning, and development of every child and helps foster a positive and caring school environment.

Scoil Ursula is committed to maintaining a culture of mutual respect, courtesy, and collaboration in all interactions within the school community.

### 2. Aims of this Policy

- To promote positive and respectful communication throughout the school community.
- To support effective partnership between home and school.
- To ensure clear procedures for communication between parents and staff.
- To support a safe, calm, and productive environment for pupils and staff.
- To protect teaching and learning time during the school day.
- To outline appropriate channels for addressing concerns or queries.

### 3. Methods of Communication

Communication between Scoil Ursula and parents/guardians may take place through:

- Aladdin Connect
- School website
- Email communication
- Phone calls
- Written notes
- School newsletters
- Parent-teacher meetings
- School reports
- Meetings arranged through the school office

The school website and Aladdin Connect are regularly updated with important school information, notices, calendar dates, and school updates.

## **4. Communication with Parents/Guardians**

### **4.1 Parent-Teacher Meetings**

Formal Parent-Teacher meetings take place annually. Additional meetings may be arranged throughout the year where necessary.

### **4.2 Arranging Meetings**

Parents/guardians wishing to speak with a teacher or the Principal are requested to arrange an appointment in advance through the school office or directly with the staff member where appropriate.

Parents/guardians requesting a meeting or phone call are asked, where possible, to provide a brief outline of the matter they wish to discuss in advance. This allows staff to prepare appropriately, gather relevant information, and ensure that meetings are productive.

### **4.3 During the School Day**

- Classroom teaching time should not be interrupted except in urgent situations.
- Detailed discussions at the classroom door or school gate are discouraged.
- Brief messages may be communicated where necessary, but longer conversations should be arranged by appointment.
- Items such as lunches, school bags, or sports gear should be left at the school office where possible.

## **5. Communication and Response Times**

Scoil Ursula values open and respectful communication with parents and guardians and will endeavour to respond to queries as promptly as possible.

As the school office is very busy and teachers are engaged in class teaching, supervision, meetings, planning, and school activities throughout the day, immediate responses may not always be possible. Similarly, the Principal may not always be available due to the day-to-day management and leadership responsibilities involved in running a large and busy school.

We appreciate parents' patience and understanding and will endeavour to respond within a reasonable timeframe while ensuring that the care, wellbeing, and education of pupils remain our priority throughout the school day.

## **6. Respectful Communication**

Positive and respectful communication underpins everything we do at Scoil Ursula.

- Concerns should be raised calmly and respectfully through the appropriate channels.
- Parents/guardians are encouraged to raise concerns initially with the relevant class teacher.
- Staff members are committed to maintaining positive communication; however, teachers are not in a position to engage in unscheduled meetings or respond immediately to calls or emails during the school day.
- Aggressive, threatening, intimidating, abusive, or unreasonable behaviour towards staff, pupils, parents, or visitors will not be tolerated.
- Staff members have the right to carry out their work in a safe and respectful environment.
- Meetings should take place in a calm and constructive manner focused on supporting the child.
- Social media and online platforms should not be used to criticise, undermine, or make inappropriate

comments about members of the school community.

- Meetings or conversations with staff may not be recorded, photographed, or shared without the prior knowledge and agreement of all parties involved.

Adults within the school community are expected to model the respectful behaviour we encourage in our pupils.

## **7. Meetings and Communication Procedures**

Where concerns arise, every effort will be made to resolve matters fairly, respectfully, and collaboratively in the best interests of the child.

Where appropriate:

- Additional meetings may be arranged.
- A member of school leadership may attend meetings.
- Parents/guardians may choose to have a support person present at meetings by prior arrangement with the school.
- Parents/guardians may be advised to follow the school's Complaints Procedure where necessary.

In circumstances where communication during meetings becomes inappropriate, aggressive, threatening, abusive, disrespectful, or unproductive, the school may make alternative arrangements for future communication or meetings.

Examples of communication that may give rise to concern include:

- Profane or abusive language.
- Threatening behaviour or comments.
- Disrespectful or derogatory remarks.
- Repeatedly raising issues that have already been addressed.
- Sustained uncooperative or confrontational behaviour.

## **8. Email and Online Communication**

Email communication should relate to school matters and should be respectful in tone and content.

Parents/guardians are asked to:

- Clearly outline the purpose of their email or request.
- Keep emails concise and focused on the matter requiring attention.
- Allow reasonable time for a response.
- Avoid sending repeated emails regarding the same issue while awaiting a response.

Where a matter is complex or sensitive, the school may suggest arranging a phone call or meeting as this is often a more effective and constructive means of communication than extended email correspondence.

Teachers and staff may not be in a position to access or respond to emails during the school day due to teaching and supervisory responsibilities.

## **9. Absence Notifications**

Parents/guardians are requested to notify the school of pupil absences, late arrivals, or early collections through Aladdin Connect or by contacting the school office.

## **10. Complaints Procedure**

Parents/guardians are encouraged to raise concerns initially with the relevant class teacher.

Where concerns remain unresolved, parents/guardians may then refer the matter to the Principal in accordance with the school's Complaints Procedure.

The school encourages all concerns to be addressed through the appropriate channels and in a spirit of mutual respect and collaboration.

## **11. Parents' Association and Wider School Community**

Scoil Ursula values the important role of the Parents' Association in supporting partnership between home and school. The Parents' Association works collaboratively with staff and the Board of Management to support school activities and foster community involvement.

## **12. Review of Policy**

This policy will be reviewed periodically by the Board of Management and school staff to ensure it continues to support effective communication and positive relationships within the school community.