



**Rush and Lusk Educate Together
National School**

Rathmore Road
Lusk,
County Dublin
K45 WC62

Principal: Noel Reilly
Deputy Principal: Helen O'Reilly

Communications Policy for our whole-school community

Ratified at BOM Meeting on 25th February 2025.

SignedChairperson of
Board of Management

SignedPrincipal

Date.....

All members of the school community are expected to behave in ways that show respect for others. The positive values that underpin this are:
Respect for self and others
Kindness and willingness to help others
Courtesy and good manners
Fairness and forgiveness
Readiness to use respectful ways of resolving difficulties and conflict
(Code of Behaviour – P3)

Communication Procedures for the RaLET community

1. General Communication

Please email (office@ralet.ie) or phone the office (01-8430525) for any of the following:

- To request an appointment to speak with a teacher
- Absences (can also use Aladdin Connect)
- Medicine/ Allergy updates
- Late arrival/ early collection of children

2. Whatsapp

Class Whatsapp groups for parents/ guardians are not organised by the school. However we realise they are:

- Very useful for communication (e.g. birthday invitations/ homework).
- Be mindful of any information you're sharing should reflect the Ethos and values of our school.

3. Communication of a personal/ highly confidential nature

Occasionally issues may arise for families that will impact on their child's education/ wellbeing. For any concerns that are highly confidential contact Noel to request a meeting either by ringing the office (01-8430525) to request an appointment or by emailing raletprincipal@ralet.ie.

4. Behaviour of all members of our school community

- (a) Ensuring a courteous and respectful environment is central to creating and maintaining a positive school culture for our entire school community. Positive and respectful communication is of critical importance in our school. This not only extends to the children but to all of our school community. Our school strives to be a place where both adults and children feel safe, secure and respected. While the behaviour of children is of vital importance all adults also have a responsibility to ensure their own behaviour models the types of behaviour expected of children.

- (b) All adults are expected to speak to each other with respect. Shouting or other aggressive tones are not acceptable. If a parent/ guardian displays anger or aggression towards another member of the school community, they will be asked to remove themselves from school property.

- (c) In RaLET we are proudly supportive and protective of our children and staff. We will not tolerate any situations where members of our school community feel intimidated, bullied or harassed in anyway.

All written messages sent for the attention of staff should be written in a respectful and courteous manner. Messages that are derogatory towards any member of staff are not acceptable and will be sent directly to the Board of Management.

5. Communication regarding specific issues

From time to time an issue or incident may arise that you need to discuss with a teacher. The INTO (Irish National Teachers Organisation) has a Complaints Procedure which we follow (full details on our website).

Formal Stage 1 Discussion

- (a) A parent/ guardian who wishes to make a complaint in respect of their own child, should, seek an appointment with the teacher concerned with a view to resolving the complaint. Further meetings with the teacher can be convened as appropriate.

-The majority of issues can be resolved amicably by directly meeting the teacher. If you are making contact through the school email, please put ***F.A.O. Teacher's Name (CONFIDENTIAL)*** in the subject heading. It would be preferable to give a general outline of why you are requesting a meeting rather than going into detail in an email.

- (b) Where the parent/ legal guardian is unable to resolve the complaint with the teacher, they should seek an appointment with the Principal with a view to resolving the complaint. Further meetings can be convened by the Principal as appropriate.

(c) Where the complaint remains unresolved, the parent/ legal guardian should seek an appointment with the Chairperson of the Board of Management with a view to resolving the complaint. Further meetings can be convened by the Chairperson as appropriate.

-Please mark your envelope ***F.A.O. Chairperson (CONFIDENTIAL)*** and post/ email or hand your letter into our main office.

Formal Stage 2 (Written), Formal Stage 3 (Board of Management) and Formal Stage 4 (Decision) can all be accessed via the link below:

https://www.educatetogether.ie/app/uploads/2023/12/Parental-Complaints-Procedure_V4-final-Nov23.pdf