



# Scoil Maelruain Senior – Parent/Teacher Communication Policy

Ratified by the Board of Management – April 2026

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## Introduction

This Parent/Teacher Communication Policy of **Scoil Maelruain Senior**, Old Bawn, Tallaght, provides information and guidelines regarding effective communication between parents/guardians and the school and outlines the procedures for addressing concerns or complaints in a fair, respectful and timely manner.

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## Aims

The aims of this policy are to:

- Develop and maintain close, positive links between home and school.
- Enable parents and guardians to work collaboratively with the school in supporting their children's full potential.
- Outline the various forms of communication available between home and school.
- Foster shared responsibility for maintaining the school's ethos, values, and distinctive character.
- Encourage respectful participation in all school meetings and events.
- Affirm and respect the professional role of all staff members.

- Promote active involvement in the Parents' Association and in school decision-making processes.
  - Ensure communication is open, clear, respectful, and in the best interests of the children.
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## Forms of Communication

The school, when appropriate, promotes regular, meaningful communication between parents and teachers through the following:

- **Parents' Association AGM**
- **Information meetings** for parents of incoming 3rd Class pupils in Term 3 prior to enrolment.
- **Formal Parent/Teacher Meetings** held annually in Term 1 for all classes (3rd–6th).
- **Staff meetings** held during Croke Park hours to discuss school planning and communication strategies.
- **End of Year School Reports** issued each June to inform parents of their child's progress, using the NCCA reporting templates.
- **Parent/Teacher consultations** throughout the year as needed (by prior appointment only).
- **Written communication** via email, text messages, Aladdin Connect or via the pupils' journal
- **School newsletters/emails** issued regularly to keep parents informed of school activities, policies and important dates.
- **Homework journals**, our main form of communication is used as a daily communication tool between teachers and parents. Parents are encouraged to check and sign the journal each night.
- **Invitations to school events** such as Christmas concerts, Seachtain na Gaeilge activities, musicals, sports days and other celebrations.

- **Parent involvement in policy review** through the Parents' Association and Board of Management consultation processes.

All parents and guardians are welcome to make an appointment to meet with a teacher or the principal at any stage during the school year. Appointments can be arranged through the school secretary by phone or email.

It is essential that the school be informed promptly of any family circumstances or events that may affect a child's well-being or learning

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## Reporting to Parents/Guardians

Teachers report on pupils' progress using a range of evidence, which may include:

- Teacher observations and ongoing assessment.
- Conversations with pupils about their learning.
- Examples of pupils' work and engagement in class activities.
- Results of formal and informal assessments.

Formal **Parent/Teacher Meetings** are held once a year, typically in **Term 1**.

The purpose of these meetings is to:

- Establish and maintain good communication between home and school.
- Inform parents of their child's progress and development.
- Strengthen understanding of the child's learning needs and achievements.
- Identify ways in which parents can support learning at home.
- Ensure that teachers gain insight from parents' perspectives.
- Reinforce the message that parents and teachers work together in partnership.

Where siblings are enrolled in the school, the school will make every effort to coordinate meeting times.

The **End of Year Reports**, issued each June, include information under the following headings:

- Your child as a learner
- Your child's social and personal development
- Your child's learning during the year
- How you can support your child's learning

Parents are encouraged to discuss reports with their children and to contact the class teacher if clarification or further discussion is required.

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## Meetings with Support Teachers

For pupils receiving additional teaching support, meetings may be arranged between parents and the relevant support teacher(s) to discuss School Support Plans (SSPs) or other support files. These typically occur in the first term and again as needed during the school year.

Parents may request a meeting with the class or support teacher at any time by prior appointment through the school office.

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## Informal Meetings with Parents/Guardians

Scoil Maelruain Senior welcomes communication between parents and teachers. However the following guidelines should be adhered to:

1. **Unless in exceptional circumstances and with prior agreement from the teacher or Principal, meetings cannot take place during school hours. Please note that requests for phone calls may not be responded to during the school day (8:50am -2:30pm)**
2. **Discussions at the classroom door, or while children are lining up** at the beginning or end of the school day, are strongly discouraged for the following reasons:
  - Teachers cannot adequately supervise their class while at the same time speaking to a parent
  - Confidential matters cannot be discussed in public settings.

- It may be uncomfortable or inappropriate for children to overhear such discussions.
3. If an issue arises within the class, the **first point of contact** should be the **class teacher**. Parents who wish to meet with a teacher should **contact the school secretary** to arrange an appointment at a mutually convenient time.

In urgent situations, the **Principal** will facilitate meetings as quickly as possible while ensuring minimal disruption to teaching and learning.

If parents need to drop off forgotten items (e.g., lunch boxes or sports gear), these should be left with the **school secretary**.

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## Complaints Procedure

Complaints are rare but, when they arise, the school aims to address them **informally, fairly, and promptly**.

The school follows the [Revised Parental Complaints Procedure](#) agreed between the **Irish National Teachers' Organisation (INTO)** and the **Catholic Primary School Managers' Association (CPSMA)**.

All complaints will be treated confidentially and with respect for all parties involved.

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## Roles and Responsibilities

### Code of Respectful Communication and Conduct

Scoil Maelruain Senior promotes **positive and respectful communication** among all members of the school community — including pupils, parents, staff, Board of Management members and visitors.

It is school policy that every member of staff has the **right to work in an environment free from aggression, bullying, or harassment**. Such behaviours are completely unacceptable. Beyond their negative impact on individuals, they also damage the vital working relationships between home and school.

All adults in the school community are expected to **model respectful behaviour at all times**. Examples include:

- Speaking to one another in a **courteous and calm** manner. Aggressive or threatening language or behaviour will not be tolerated in any form.
- **Respecting all children and adults** on the school premises.
- Discussing only matters related to **one's own child**, while respecting the **privacy of others**.
- Keeping meetings **within agreed timeframes** and conducting them in a **spirit of cooperation**.
- **Refraining from discussing or naming individual staff members, pupils or parents on WhatsApp groups or any form of social media**, as this is inappropriate and undermines respectful communication.

Each individual has a responsibility to ensure that their behaviour reflects a **culture of dignity and respect**. Issues, grievances, or queries should be brought to the attention of the **relevant school personnel**, who will address them appropriately and fairly.

Any breaches of this Code of Behaviour may be referred to the **Board of Management**. In cases where a person behaves in a **threatening or aggressive manner**, they may be asked to **leave the premises**, and in serious situations, the **Gardaí** may be contacted.

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## Health, Safety and Welfare at Work

Under the **Safety, Health and Welfare at Work Act (2005)**, all staff members have the right to a safe and respectful working environment.

The school adheres to the **Department of Education Circular 40/97** and to its own **Health & Safety and Dignity at Work Policies**, which outline procedures for staff who feel they have been subjected to verbal abuse, threats, or intimidation.

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## Success Criteria

The success of this policy will be measured by:

- Records of the number and nature of complaints and how they were resolved.
- Feedback from the school community and visitors indicating a positive and welcoming school atmosphere.

- Positive feedback from parents, pupils, and staff regarding school communication.
  - Evidence of strong, respectful relationships and effective communication between parents and school staff.
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## **Ratification and Review**

This policy was ratified by the **Board of Management of Scoil Maelruain Senior** in **April 2026**. It will be reviewed **every three years** or earlier if deemed necessary.

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**Signed:**

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**Chairperson, Board of Management**

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**Principal**

**Date:** \_\_\_\_\_