# Carrigtwohill Community National School (CNS)

## *Communications Policy*

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# Carrigtwohill CNS

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# Communications Policy

## Introduction

This policy has been formulated by Carrigtwohill Community National School to facilitate good communications between school and home. It also highlights the importance of confidentiality in all matters. This policy should be read in conjunction with the school's Code of Behaviour Policy and Complaints Procedure.

## Rationale

Effective communication between school staff and parents/guardians is essential in supporting students' learning, wellbeing, and overall school experience. This policy aims to promote respectful, timely, and constructive communication, while recognising the professional responsibilities of staff and the important role of parents/guardians.

The Communications Policy recognises and endeavours to adopt the values that are set out in the ethos of the school for those at work in the school. It attempts to support and sustain a harmonious environment in which the potential of all staff is nurtured through the cooperation between staff, pupils, parents, board members and all other relevant parties.

## Aims

This policy was designed in order to promote and support sound communication structures. This is underpinned by the following principles:

- Communication between staff and parents/guardians should be respectful, clear, and purposeful at all times.
- Both staff and parents/guardians share responsibility for maintaining positive and productive relationships.
- The school values open dialogue while ensuring that teaching and learning time remains the priority during the school day.
- Communication should have regard for the integrity of pupils' welfare regarding confidentiality

## Methods of Communication

Below are the various Structures and channels in place to facilitate open communication and consultation between staff and parents/ guardians in Carrigtwohill CNS.

**Staff- Parent/Guardian Communication**

- Oral communication between parents/guardians and staff
- Parent teacher meetings (Juniors- 4th)
- Parent student teacher conferences (5th-6th)
- Google classroom & Seesaw for digital work portfolios
- Weekly parents newsletter
- Aladdin
- School-related events
- Welcome meetings
- Induction event (New infants)
- Induction day (New infants)
- School Support Plus meetings
- School Support Plus review meetings
- Parent Teachers Association (PTA)
- Email
- Phone

## Parent/Guardian to Staff Communication Channels

Below is a table outlining the appropriate communication channels for parents/guardians to use when contacting the school.

| | |
|---|---|
| **Ringing school phone** | **Use for:**<br>● Urgent or time-sensitive matters that require immediate attention.<br>**Examples:**<br>● A different adult is collecting the child and the teacher must be informed promptly. |
| **Aladdin** | **Use for:**<br>● Reporting absences, early collection. *Please Note: The Parents' Notice feature in Aladdin is not monitored.*<br>**Examples:**<br>● Child is absent - parent/guardian inputs the reason for absence on Aladdin. |
| **Seesaw/ Google Classroom** | **Use for:**<br>● Commenting on a child's work<br>● Responding to teacher posts or classroom updates |
| **Email to teacher** | **Use for:**<br>● Sharing relevant information the teacher needs to know<br>● Communicating concerns or issues arising in class<br>● Requesting a meeting<br>**Examples:**<br>● Child is consistently struggling with homework - parent emails teacher to arrange a meeting. |

## Staff to Parent/Guardian Communication Channels

Below is a table outlining the communication channels which staff may use when contacting parents/guardians.

| | |
|---|---|
| **Phone call from Secretary** | **Used when:**<br>● A child becomes unwell and needs to be collected. |
| **Phone call from teacher** | **Used for:** Urgent or sensitive issues.<br>**Examples:**<br>● A serious injury on yard<br>● A significant behaviour incident |
| **Email from teacher** | **Used for:**<br>● Sharing relevant information with parents<br>● Communicating classroom issues or concerns<br>● Requesting a meeting<br>**Examples:**<br>● Teacher emails a parent to arrange a meeting about a concern regarding the child. |

## Email Communication Guidelines

- Staff will aim to respond to emails **within 24 hours during the school week**.
- Emails sent **after 4:00 p.m.** should not be expected to receive a response until the next working day.
- Immediate responses should not be expected, as **teaching and supervision duties take priority** during the school day. It is essential therefore, that the above appropriate channel of communication is selected by the parent/guardian.

## Email Etiquette

- All emails should be written in a **respectful and courteous tone**.
- Emails that are **offensive, aggressive, or inappropriate in language or tone will not be responded to by the teacher** and will be reported to management.
- Parents/guardians should clearly outline the purpose of their communication in a concise and constructive manner.

## Requests for Meetings or Phone Calls

When requesting a **face-to-face meeting or phone call**, both staff and parents/guardians should clearly state:

- The **purpose of the meeting**
- Any **relevant background information**

This ensures that meetings are productive and that appropriate preparation can take place.

## Roles and Responsibilities

The school principal, staff and parents/guardians assume shared responsibility for the successful implementation of this policy.

## Implementation Timeframe

This policy will be fully implemented by September 2026.

## Ratification & Communication

This policy will be reviewed by the Board of Management on 14th April 2026 and communicated to parents thereafter.

## Success Criteria

This policy is considered successful if:

- communication between parents/guardians and staff remains respectful, clear and courteous
- the correct channels of communication are utilised for communication purposes

## Review Timetable

This policy will be reviewed every 4 years (September 2030) or as required before that date. It will be amended as necessary by means of a whole school collaborative process.

**Signed:** _____ _____

**Liam Ahern, Chairperson** **Joanne Dillon, Principal**

**Date:** **14th April 2026**