Ag Caint Leatsa

Polasaí Cumarsáide, Gaelscoil Átha Í

Tús Eolais

Déanann an scoil agus an teaghlach a ndícheall a bheith comhthacaíoch agus meas a thabhairt dá chéile agus tá sé mar aidhm acu comhoibriú chun leasa an linbh agus a gcuid foghlama ionas gur féidir le hoideachas an linbh a bheith éifeachtach. Tá an teaghlach agus an baile lárnach i bhforbairt shóisialta agus intleachtúil an linbh agus i gcothú dea-luachanna morálta.

Is é an aidhm atá leis an polasaí seo ná eolas agus treoirlínte a sholáthar do thuismitheoirí agus don fhoireann ar chumarsáid tuismitheora/foirne lena n-áirítear cruinnithe foirmiúla agus neamhfhoirmiúla idir tuismitheoirí agus baill foirne.

Tá a fhios againn ó thaighde go n-éiríonn níos fear le daltaí, go n-iompraíonn siad níos fearr agus go mbíonn siad níos sona ar scoil nuair a oibríonn tuismitheoirí agus múinteoirí go dlúth le chéile agus nuair a bhíonn tuismitheoirí in ann tacaíocht a thabhairt dá bpáistí sa bhaile.

Tá foireann & bord Gaelscoil Átha Í tiomanta do:

- Dlúthcheangail éifeachtacha a fhorbairt le tuismitheoirí
- Páirt a ghlacadh i gcruinnithe ar bhealach dearfach agus measúil, ag dearbhú ról lárnach agus bunúsach na dtuismitheoirí mar Phríomhoideachasóirí a bpáistí
- Éiteas, luachanna agus carachtar sainiúil Gaelscoil Átha Í a chothabháil
- Tacaíocht agus éascú a thabhairt do Chumann na dTuismitheoirí
- Rannpháirtíocht tuismitheoirí i saol na scoile a spreagadh agus a éascú

Moltar do thuismitheoirí:

- Dlúthnaisc a dhéanamh leis an scoil
- Comhoibriú leis an scoil chun lánacmhainneacht a bpáistí a fhorbairt
- An fhreagracht a roinnt maidir le cinntiú go bhfanann an scoil dílis dá héiteas, luachanna agus carachtar sainiúil
- Páirt ghníomhach a ghlacadh sa scoil agus i gCumann na dTuismitheoirí

I ngach ábhar a bhaineann le folláine agus le hoideachas na ndaltaí, ní rachaidh an fhoireann i gcomhairle ach leis na tuismitheoirí/caomhnóirí dlíthiúla. Tá sé riachtanach go n-ainmnítear gach tuismitheoir agus caomhnóir dlíthiúil ar an bhfoirm rollacháin.

Iompar gach duine fásta sa scoil

Tá cumarsáid dhearfach agus measúil thar a bheith tábhachtach dár scoil. Tá freagracht ar dhaoine fásta i bpobal na scoile (tuismitheoirí, baill foirne, cuairteoirí) a chinntiú go bhfuil a n-iompar féin ina eiseamláirí de na cineálacha iompair a bhfuiltear ag súil leo ó leanaí. Baineann *Cód Iompair na scoile do Thuismitheoirí agus do Chuairteoirí* le gach

duine.

- Bítear ag súil go labhróidh gach duine fásta sa scoil lena chéile le meas agus nach mbeidh scairt nó tuineacha ionsaitheacha ann. Má léiríonn aon duine fásta fearg nó ionsaí ar bhall eile de phobal na scoile, féadfar iarraidh orthu iad féin a bhaint den fhoirgneamh agus/nó láithreán na scoile. I gcásanna tromchúiseacha, agus más gá, cuirfear glaoch ar na Gardaí

- Beidh meas ag an scoil ar cheart na bpáistí agus na dtuismitheoirí ar phríobháideachas agus mar sin níor cheart iarraidh ar an bhfoireann labhairt faoi aon leanbh seachas do leanbh féin agus ní thairgfidh an fhoireann aon sonraí nó eolas maidir le leanaí eile

Eolas don scoil chun do pháiste a choinneáil slán sábháilte

- Tá sé ríthábhachtach go gcuirfí an scoil ar an eolas láithreach má tharlaíonn imeachtaí/cúinsí teaghlaigh a d'fhéadfadh imní a chur ar do leanbh agus a d'fhéadfadh cur isteach ar a (h)oideachas. Ba cheart go mbeadh an múinteoir ranga mar chéad phointe teagmhála do linbh i gcónaí

- Ba chóir go mbeadh a fhios ag an scoil i gcónaí cé atá ag bailiú do pháiste. Ba chóir go mbeadh liosta ag rúnaí na scoile de na daoine a thug tú cead dóibh do pháiste a bhailiú agus a sonraí teagmhála. Dá n-athródh sin is ortsa atá an dualgas an t-athrú a chur in iúl do rúnaí na scoile. Is féidir leat an t-eolas seo a chur ar fáil trí ríomhphost nó buail isteach chuig oifig na scoile nó nuashonraigh sonraí ar Aladdin. Ní scaoilfear páiste in aon chás d'aon duine nach bhfuil údaraithe/gan aithne ag an scoil. Más rud é, ag am ar bith, go n-athraíonn tuismitheoirí na socruithe piocadh suas dá leanbh, ba chóir don scoil údarú scríofa a thabhairt don scoil láithreach

Struchtúir chun cumarsáid oscailte & comhairliúchán le tuismitheoirí a éascú

Comhairliúchán i gcaitheamh na scoilbhliana:

- Cruinniú eolais do thuistí na Naíonáin Bheaga nua gach bliain
- Cuairt na Naíonáin Bheaga nua gach bliain
- Cumarsáid i Meán Fómhair. Déanann múinteoirí teagmháil le tuismitheoirí a ranga i dtreo dheireadh mhí Mheán Fómhair chun iad féin a chur in aithne agus chun curaclam, rialacha an ranga agus ionchais na bliana a leagan amach, agus chun cuireadh a chur roimh tuistí teagmháil a dhéanamh am ar bith le linn na bliana más mian leo
- Cruinnithe tuismitheoirí/múinteoirí duine-le-duine i mí na Samhna (coimeádann gach múinteoir taifead gearr scríofa den chruinniú)
- Déanann múinteoirí oideachais speisialta teagmháil le tuismitheoirí a bhfuil riachtanais bhreise oideachais ag a bpáistí i Meán Fómhair/Deireadh Fómhair, Eanáir/Feabhra agus Bealtaine/Meitheamh

Cumarsáid scríofa ina measc:

- Teachtaireachtaí a sheoltar trí Aladdin Connect

- Coinníonn nuachtlitreacha rialta tuismitheoirí ar an eolas faoi imeachtaí scoile, laethanta saoire, cinntí a dhéantar chun polasaithe agus nósanna imeachta reatha a athrú nó cinn nua agus ábhair imní eile scoile a thabhairt isteach
- Nuashonruithe ranga trí Aladdin
- Tuairisc scoile do gach dalta ag deireadh gach scoilbhliana (roinnte trí Aladdin)
- Teachtaireachtaí téacs le haghaidh meabhrúcháin ghinearálta (m.sh. dúnta scoile, maidineacha caife)
- D'fhéadfadh dialann baile scoile a bheith ag roinnt daltaí a bhfuil Riachtanais Speisialta Oideachais acu (RSO). Ní bealach é seo chun dul chun cinn acadúil/sóisialta a athbhreithniú ach is uirlis úsáideach é chun eolas a roinnt idir an baile agus an scoil
- Ríomhphost ón bpríomhoide chuig teaghlaigh

Go ginearálta, beidh an chumarsáid a sheolfar ón scoil saor ó pháipéar. Seolfar ríomhphoist ón scoil chuig an seoladh/seoltaí ríomhphoist a chuirtear ar fáil ag an gclárú, mura n-iarrann tuismitheoirí a mhalairt. Seolfar aon chumarsáid pháipéir a sheoltar ón scoil chuig seoladh baile an linbh mar a thugtar ar an bhfoirm chlárúcháin, mura n-iarrann tuismitheoirí a mhalairt.

I measc na bpróiseas agus na struchtúr eile tá:

- Tugtar cuireadh do thuismitheoirí plé a dhéanamh agus cur le dréachtú agus athbhreithniú polasaithe scoile trí shuirbhéanna agus grúpaí fócais
- Tugtar cuireadh do thuismitheoirí chuig imeachtaí i rith na bliana e.g. Laethanta súgartha, Imeachtaí Léitheoireachta, taispeántais eolaíochta, Seachtain na Gaeilge, Seachtain Cairdis
- Aladdin Connect. Molaimid do gach tuismitheoir úsáid a bhaint as an aip seo. Tríd an aip seo is féidir sonraí teagmhála a nuashonrú, cead a lorg, neamhláithreachtaí a mhíniú, tuairiscí scoile a fheiceáil, is féidir íocaíochtaí a dhéanamh

Nósanna imeachta do thuismitheoirí chun cumarsáid a thosú leis an scoil

Más mian le tuismitheoir dul i gcomhairle le múinteoir is féidir leo dul i dteagmháil leis an múinteoir chun am oiriúnach a shocrú. Sa chás go bhfuil gearán ag tuismitheoir, leagtar amach in Aguisín 1 na nósanna imeachta atá le leanúint.

Tosaíonn na ranganna ag 8:50rn agus críochnaíonn siad ag 1:30in (naíonáin) agus 2.30in (1-6ú) agus níor cheart cur isteach ar an am seo. Seachnaítear cruinnithe le foireann ag doras an ranga nó ag an geata chun imní/dul chun cinn páiste a phlé ar chúiseanna éagsúla:

- Ní féidir leis an bhfoireann maoirsiú cuí a dhéanamh ar a rang agus iad ag labhairt le tuismitheoir ag an am céanna
- Bíonn sé deacair a bheith discréideach nuair a bhíonn an oiread sin leanaí ina seasamh in aice láimhe
- Féadann sé náire a chur ar leanbh nuair a bhíonn a thuismitheoir ag caint leis an bhfoireann ag doras an tseomra ranga

Uaireanta, b'fhéidir go mbeadh ar thuismitheoir labhairt le ball foirne go práinneach. Uaireanta is gá na cruinnithe seo a reáchtáil gan fógra a thabhairt roimh ré. Beidh sé mar aidhm ag an bPríomhoide cruinnithe dá leithéid a éascú agus gach iarracht a chinntiú

nach gcaillfidh na páistí sa rang aon chuid den am teagaisc/foghlama.

Mura bhfuil an príomhoide nó an múinteoir ranga ar fáil ar ghearrfhógra iarraimid ar thuismitheoirí breac-chuntas a fhágáil ar cad ba mhaith leo a phlé leis an rúnaí. **Ní chuirtear fáilte roimh láithreacht leanúnach na dtuismitheoirí i bhfoirgneamh na scoile agus ar thailte na scoile go dtí go mbíonn an ball foirne ar fáil. Rachaidh an ball foirne cuí i dteagmháil leis na tuismitheoirí chomh luath agus is féidir.**

Más mian le tuismitheoirí buail isteach le boscaí lóin, feisteas spóirt le linn am ranga srl, is féidir é seo a dhéanamh trí oifig an rúnaí ionas nach gcuirfí isteach ar an bhfoghlaim. Más gá do thuismitheoir labhairt le páiste, ní mór é seo a shocrú le foireann na scoile agus é sin a dhéanamh in aice na hoifige; níor cheart do thuismitheoirí dul isteach i bhfoirgneamh na scoile ná sa chlós súgartha le linn uaireanta teagmhála.

Is féidir cruinnithe leis an bpríomhoide a shocrú trí oifig na scoile. Nuair a bhaineann imní le cúrsaí ranga bítear ag súil go rachaidh na tuismitheoirí i dteagmháil leis an múinteoir ranga ar dtús báire.

Ní dhéanfar cruinnithe “halla an bhaile” a éascú le haon ghrúpa tuismitheoirí ar mian leo imní a ardú.

Cumarsáid ar líne & ar na Meáin Shóisialta

Tá suíomh idirlín gaelscoilathai.com, agus cuntas Instagram gur féidir tras-póstáil ar Facebook, ag Gaelscoil Átha Í. Moltar do thuismitheoirí cuairt a thabhairt ar na suíomhanna seo go rialta le bheith chun dáta ar chúrsaí scoile, le trácht a dhéanamh agus le cur le postanna agus le heolas a roinnt chun poiblíocht a thabhairt don scoil agus gnóthachtálacha ár bpáistí.

Níor cheart ainm na scoile nó aon rud a aithníonn an scoil a úsáid ar líne ná ar na meáin shóisialta (mar shampla leathanach Facebook ranga a d’fhéadfadh tuismitheoirí a bhunú) ag baill den phobal lena n-áirítear tuismitheoirí gan cead sainráite i scríbhinn a fháil ón bpríomhoide nó ón mBord Bainistíochta. Iarrfaidh Gaelscoil Átha Í fáil réidh le haon suíomh ar líne nó meáin shóisialta nach bhfuil ceadaithe ag an scoil.

Táimid bródúil as na caighdeáin arda atá inár scoil. Chun clú ár scoile agus cáil ár bhfoirne a chosaint, ní ghlacfar le haon tráchtaireacht a d’fhéadfaí a mheas a bheith clúmhilleadh in aon fhóram agus déanfaidh an scoil gach céim suas go dtí agus lena n-áirítear caingean dlí ina gcoinne siúd atá freagrach.

Cumarsáid i measc na foirne

Bíonn cruinnithe foirne ar siúl go rialta le linn na bliana, idir Uaireanta Pháirc an Chrócaigh agus cruinnithe ‘leath-istigh, leath-amuigh’. Bítear ag súil go bhfreastalóidh gach ball den fhoireann teagaisc agus ní mór don fhoireann neamhtheagaisc freastal ar iarratas ón bpríomhoide.
Feidhmíonn an fhoireann grúpa Whatsapp a úsáidtear chun nuashonruithe laethúla scoile, nuacht shóisialta agus imeachtaí a roinnt.
Tá ríomhphoist foirne agus clár fógraí Aladdin in úsáid freisin le haghaidh cumarsáide foirne.

Cumarsáid idir an scoil/bord bainistíochta/cumann na dtuismitheoirí

Freastalaíonn an Príomhoide ar chruinniú cinn bhliana Choiste na dTuistí nuair is féidir, agus coinníonn sé/sí teagmháil rialta leis an gCoiste tofa go pearsanta agus trí

ríomhphost.
Tá ionadaí múinteoirí ar an mBord Bainistíochta a fhreastalaíonn ar chruinnithe.
Go ginearálta bíonn cumarsáid ríomhphoist idir Scoil agus CnadT teoranta do:

- Príomhoide go Cathaoirleach
- Cisteoir chuig an gCisteoir
- Le roinnt teagmhála riachtanach déanta idir ball amháin de CnadT agus rúnaí na scoile (grianghraif don suíomh Gréasáin srl san áireamh)

Cumarsáid le gníomhaireachtaí seachtracha

Tá naisc le gníomhaireachtaí stáit ag Gaelscoil Átha Í. Ina measc tá:
NEPS / NCSE / SENO / HSE / Tusla / CAMHS / Foirne Cúraim Phríomhúil
Tá sé mar aidhm ag Gaelscoil Átha Í naisc a dhéanamh leis an bpobal trí:

- Imeachtaí atá eagraithe ag an TSBP
- Naisc le scoileanna áitiúla (Cruinnithe le POí eile, imeachtaí do dhaltaí)
- Naisc leis na Gardaí pobail
- Naisc le himeachtaí áitiúla
- Cíos halla na scoile

Cumarsáid trí oifig na scoile

Is é uimhir theileafóin na scoile 05986 34200 agus is é an seoladh ríomhphoist oifig@gaelscoilathai.com. Bíonn oifig na scoile ar oscailt ó 8.45am - 2.30pm gach lá ach amháin sos am lóin 30 nóiméad.
Caithfidh gach cuairteoir dul chuig fáiltiú na scoile agus iad féin agus a ngnó a chur in iúl do rúnaí na scoile/ball foirne.
Cuirfear tuismitheoirí ar an eolas faoi dhúnadh na n-oifigí roimh ré nuair is féidir.
D'fhéadfadh go mbeadh ócáidí ann ina bhfuil tuismitheoir ag iarraidh teagmháil a dhéanamh leis an scoil ar an nguthán agus/nó trí ríomhphost agus nach bhfuil freagra á fháil acu. Tá uaireanta oifige teoranta agus ní bhíonn an rúnaí ag an deasc i gcónaí. Iarraimid foighne le linn na n-amanna seo.

Am Freagartha

Léitear agus freagraítear ríomhphoist chuig oifig na scoile le linn uaireanta oibre; 8.50rn - 2.30in.
Féadfaidh amanna freagartha ríomhphoist ó rúnaí na scoile a bheith éagsúil ag brath ar na héilimh san oifig ag aon am ar leith. Meastar go bhfuil sé réasúnta 3-5 lá scoile a cheadú le haghaidh freagra (seachas tréimhsí saoire nuair nach ndéantar ach ríomhphost a sheiceáil go ham).
Féadfaidh amanna freagartha ar ríomhphoist chuig an bPríomhoide athrú go mór freisin ag brath ar na héilimh ag aon am ar leith. Ní mór tosaíocht a thabhairt do dhaltaí, don fhoireann agus do reáchtáil iomlán na scoile. Tá am freagartha de 5-7 lá scoile réasúnta.
Bíonn múinteoirí sa rang i rith an lae agus ní bheidh am acu rochtain a fháil ar ríomhphoist. Féadfaidh siad a bheith i mbun pleanála, cruinnithe nó nithe pearsanta tar éis uaireanta scoile agus mar sin arís is am freagartha réasúnta é 3-5 lá scoile.
Tugtar treoir don fhoireann teagaisc (lena n-áirítear an príomhoide) gan a ríomhphost oibre a bheith ar a bhfón pearsanta agus gan freagra a thabhairt ar ríomhphoist tar éis 5.30pm ar laethanta scoile mar chúirtéis dá gcomhghleacaithe.
Déanfaidh an fhoireann gach iarracht iarratais ar pháipéarachas measúnaithe nó ar dhoiciméid tacaíochta ó ghníomhaireachtaí seachtracha a chomhlánú laistigh de 5-7 lá

scoile. Déantar é seo i leith an leibhéal mionsonraí agus comhordaithe idir an fhoireann atá riachtanach chun tuairisciú agus comhlánú cruinn a chinntiú.

Cruinnithe Tuismitheoirí/Múinteoirí

Is iad na spriocanna le Cruinnithe Tuismitheoirí/Múinteoirí ná:

- Dea-chumarsáid a bhunú agus a chothabháil idir an scoil agus na tuismitheoirí
- Tuismitheoirí a chur ar an eolas faoi dhul chun cinn a bpáistí ar scoil
- Cabhrú le múinteoirí/tuismitheoirí aithne níos fearr a chur ar na leanaí mar dhaoine aonair
- Cuidiú le páistí a thuiscint go bhfuil an baile agus an scoil ag obair le chéile
- Na fadhbanna agus na deacrachtaí a d'fhéadfadh a bheith ag an leanbh ar scoil a roinnt leis an tuismitheoir
- Athbhreithniú a dhéanamh leis an tuismitheoir ar thaithí scolaíochta an linbh
- Níos mó a fhoghlaim faoin leanbh ó dhearcadh an tuismitheora
- Aiseolas ginearálta a fháil ó na tuismitheoirí maidir leis an scoil
- Bealaí a aithint inar féidir le tuismitheoirí cabhrú lena bpáistí
- Cinntí faoi oideachas an linbh a idirbheartú le chéile

Cruinnithe Tuismitheoirí/Múinteoirí a eagrú

Eagrófar cruinnithe foirmeálta Tuismitheoirí/Múinteoirí uair sa bhliain do na ranganna ar fad, go hiondúil i mí na Samhna. Más mian le tuismitheoir cruinniú breise a eagrú ag am ar bith i rith na bliana chun a bpáiste a phlé, is féidir leo é sin a dhéanamh trí theagmháil dhíreach a dhéanamh le rúnaí na scoile nó le múinteoir ranga a linbh.

Úsáideann Gaelscoil Átha Í treoirlínte ullmhaithe chun struchtúr a thabhairt do na cruinnithe. Féadfaidh siad seo a bheith éagsúil ó mhúinteoir go múinteoir ach ní mór aiseolas ar thinreamh, iompar, poncúlacht, torthaí trialacha caighdeánaithe (nuair is cuí) agus forbhreathnú ar dhul chun cinn tríd an gcuraclam a áireamh. Is féidir cruinnithe tuismitheoirí/múinteoirí a bheith ar siúl thar an fón, sna seomraí ranga, in oifigí, i seomraí tacaíochta nó i halla na scoile. Leithdháiltear sliotán ama 10-nóiméad do gach cruinniú ar féidir le tuismitheoirí a chur in áirithe tríd an aip Aladdin Connect. Má tá cruinniú níos faide ag teastáil ba chóir iad seo a sceidealú do lá eile.

Chun feidhmiú na scoile agus riachtanais na bpáistí agus na dtuismitheoirí eile a éascú, tá sé tábhachtach go gcoimeádtar cruinnithe de réir an ama a leithdháiltear. Socraítear amanna na gcruinnithe roimh ré agus ba chóir cloí leo ionas go bhfeicfear na tuismitheoirí ar fad in am chomh fada agus is féidir.

Cruinnithe a eagrú do Phlean Aonair/Plean Oideachais Aonair

Beidh cumarsáid foirmeálta idir tuismitheoirí agus baill foirne maidir le **Plean Oideachais Aonair/Plean Aonair** an linbh ar siúl i Meán Fómhair/Deireadh Fómhair - thar an fón, go pearsanta, nó trí ceistneoir. Más mian le tuismitheoir cruinniú a shocrú ag am ar bith i rith na bliana chun a bpáiste a phlé, is féidir leo é sin a dhéanamh trí choinne a dhéanamh

roimh ré. I gcás **tuismitheoirí idirscartha/colscartha**, éascóidh Gaelscoil Átha Í iarratais ó thuismitheoirí bualadh le múinteoir(í) a bpáiste ina n-aonar le haghaidh cruinnithe tuismitheoirí/múinteoirí.

Tuairiscí Scoile

Ullmhaíonn Gaelscoil Átha Í tuairiscí foirmeálta chun tuairisciú do thuismitheoirí ar dhul chun cinn agus ghnóthachtáil na scoláirí ar scoil gach bliain sa tríú téarma ag baint úsáide as teimpléid chártaí tuairisce mar a éilíonn an Chomhairle Náisiúnta Curaclaim agus Measúnachta (www.ncca.ie). Eisítear na tuairiscí tríd an aip Aladdin an tseachtain roimh dhúnadh na scoile do shos an tsamhraidh chun deis a thabhairt do thuismitheoirí soiléiriú a iarraidh ar an múinteoir ar aon rud atá i dtuairisc a bpáiste. Clúdóidh cártaí tuairisce;

- Foghlaim agus gnóthachtáil an pháiste trasna an churaclaim
- Meonta foghlama an linbh
- Forbairt shóisialta agus phearsanta an linbh
- Bealaí inar féidir le tuismitheoirí tacú le foghlaim a bpáiste

Beidh tuairiscí do pháistí ina mbliain deiridh sa bhunscoil (rang a sé) i bhfoirm **Pas Oideachais**. Tacaíonn siad seo le haistriú eolais na ndaltaí ón mbunscoil go dtí an iar-bhunscoil agus leanann siad teimpléad caighdeánach.

Sláinte, Sábháilteacht & Leas ar obair

Tháinig an tAcht um Shábháilteacht, Sláinte agus Leas ag an Obair i bhfeidhm ar 1 Samhain 1989. Is píosa tábhachtach reachtaíochta é do Bhoird Bainistíochta agus dóibh siúd a oibríonn i scoileanna, toisc gur tugadh scoileanna agus coláistí faoi scóip na reachtaíochta sábháilteachta den chéad uair.

Aithnítear go bhféadfadh foireann scoile a bheith i mbaol ó fhoréigean i bhfoirm mí-úsáid briathartha, bagairtí, ionsaithe nó imeaglú de chineál eile. Féadfaidh an t-iompar seo teacht ó dhaltaí, ó thuismitheoirí, ó chaomhnóirí, ó bhaill foirne eile nó ó ionróirí.

Maidir leis seo, ba chóir go mbeadh gach ball foirne ar an eolas faoi **Chiorclán ROS 40/97** a dhéileálann leis na nósanna imeachta atá le leanúint má bhraitheann siad go ndearnadh aon cheann de na hiompraíochtaí thuas orthu. Tá an scoil ag súil freisin go gcloífidh gach ball de phobal na scoile leis an gCód Iompair do Thuismitheoirí/Chaomhnóirí agus do Chuairteoirí.

Ghlac An Bord Bainistíochta leis an bpolasaí seo agus cuireadh i bhfeidhm é láithreach.

Cathaoirleach: _____

Príomhoide: _____

Dáta: _____

AGUISÍN 1: Nósanna Imeachta Gearáin
Nósanna Imeachta Inmheánacha

An Nós Imeachta Athbhreithnithe maidirle Gearáin ó Thuismitheoirí

Tabhair do d'aire:

- *Cuirfear cóip den nós imeachta seo ar fáil do thuismitheoirí/caomhnóirí dlíthiúla ar láithreán gréasáin na scoile agus/nó ach í a iarraidh ar an scoil. Tá an nós imeachta seo le teacht i bhfeidhm ar 1 Eanáir 2024.*
- *De réir an Achta Oideachais, 1998, tá gach scoil faoi bhainistiú a Boird Bainistíochta thar ceann phátrún na scoile.*

Cuspóir/Sprioc

Rinne Cumann Múinteoirí Éireann agus nacomhlachtaí bainistíochta bunscoileanna (Cumann Bainistíochta na mBunscoileanna Caitliceacha, Eaglais na hÉireann, an Foras Pátrúnachta, Bord Bunoideachais na Moslamach, Foghlaim le Chéile agus Cumann Náisiúnta na mBord Bainistíochta don Oideachas Speisialta) an Nós Imeachta maidir le Gearáin ó Thuismitheoirí a athbhreithniú agus a chomhaontú in 2023. Tá sé deartha le próiseas oscailte a leagan amach go soiléir d'fhonn cumasú do thuismitheoirí/ chaomhnóirí dlíthiúla nithe is údar imní a bhaineann lena leanbh/leanaí féin a ardú ar bhealach comhaontaithe, cothrom agus trédhearcach.

Aithnítear gurb iad na tuismitheoirí/caomhnóirí dlíthiúla na príomhoideachasóirí i saol an linbh agus, dá réir sin, go bhféadfadh nithe is údar imní teacht chun cinn ó am go chéile a mbeadh ar na tuismitheoirí/caomhnóirí dlíthiúla dul i gcomhar leis an scoil maidir leo. Glactar leis go mbeidh an comhar sin tráthúil, cúirtéiseach agus réiteach-dhírithe d'fhonn a chinntiú go dtiocfaidh an caidreamh tábhachtach idir an tuismitheoir agus an scoil slán agus go léirítear meas dó. Glactar leis go nglacfaidh gach páirtí páirt réamhghníomhach saphróiseas.

Pointí Nóis Imeachta

Is nós imeachta céimnithe é an nós imeachta ina ndéantar gach iarracht an t-ábhar a thabhairt chun réitigh a luaithe is féidir. I bhformhór na gcásanna, déanfar plé leis na nithe is údar imní go neamhfhoirmiúil nó déanfar plé leo go foirmiúil ag céim luath den nós imeachta. I gcás nach n-éiríonn leis na páirtithe teacht ar réiteach ag na céimeanna luatha, déantar foráil sa nós imeachta go bhféadfar an t-ábhar a thabhairt os comhair an Bhoird Bainistíochta. Leagtar amach sa nós imeachta seo, i gceithre chéim, an próiseas atá le leanúint chun gearán a dhéanamh agus an sceideal ar leith atá le leanúint. Glactar leis go n-oibreoidh na páirtithe trí na céimeanna in ord.

- I gcás go n-úsáidtear an téarma'comhfhreagras i scríbhinn', ionann é agus gníomhú lasmuigh de raon feidhme an is éard atá i gceist leis sin go sonrach ná litir nó ríomhphost chomhaontaithe seo.
  ó thuismitheoir/chaomhnóir dlíthiúil nó ó thuismitheoirí/ caomhnóirí dlíthiúla.
  • ~~Is iad laethanta scoile atá i gceist le laethanta sa nós~~ **imeachta seo**. Is éard is lá scoile ann ná lá a bhfuil an scoil
- Ní dhéanfar imscrúdú ar ghearáin faoi mhúinteoir ach ar ag feidhmiú. Ní áirítear tréimhsí saoire, tréimhsí dúnta scoile chuntar go bhfuil sé i scríbhinn agus sínithe ag tuismitheoir/ ná tréimhsí neamhláithreachta mar laethanta scoile chun caomhnóir dlíthiúil, agus go mbaineann sé lena leanbh féin. críche an nóis imeachta seo.
- I gcás go measann an fostóir/bord bainistíochta go • Ní dhéantar foráil do ghrúpghearáin/chomhghearáin agus mbaineann gearán arna ardú ag tuismitheoir/caomhnóir déanfar plé ar leithligh le gach tuismitheoir/caomhnóir dlíthiúil leis na nithe seo a leanas, ní bheidh feidhm ag an dlíthiúil a ardaíonn ní is údar imní tríd an bpróiseas seo. nós imeachta seo;
  • Is fóram inmheánach é an nós imeachta agus, dá réir sin,
  - ábhair a bhaineann le hinniúlacht ghairmiúil a chuirtear níl sé i gceist ag an lucht bainistíochta ná ag Cumann faoi bhráid na Roinne Oideachais; Múinteoirí Éireann go mbeadh ionadaíocht dhlíthiúil ann ag
  - gearáin shuaibhreosacha nó chráiteacha agus gearáin a am ar bith.
  bhaineann le hábhair nach gcuireann isteach ar obair an• Ba cheart nithe is údar imní a ardú go tráthúil. Is chun leas mhúinteora sa scoil; nó an linbh é go n-ardófaí nithe is údar imní gan mhoill d'fhonn
  - gearáin ar ina leith ar féidir le ceachtar páirtí dul chun dlí teacht ar réiteach leis an múinteoir a luaithe is féidir, agus an nó dul le nós imeachta eile atá ann cheana féin. dalta fós i rang an mhúinteora sin más féidir ar chor ar bith é.
- I ngach cás, ní mór aon chineál comhfhreagrais i scríbhinn a chuirtear faoi bhráid an Bhoird Bainistíochta a thabhairt do Chathaoirleach an Bhoird Bainistíochta **amháin**. D'fhéadfaí a mheas go bhfuil aon diall uaidh sin dochrach agus gurb

Céim Fhoirmiúil 1

Plé

1.1 Cruinniú idir an tuismitheoir/caomhnóir agus an múinteoir

I gcás gur mian le tuismitheoir/caomhnóir dlíthiúil gearán a dhéanamh a bhaineann lena leanbh féin, ba cheart dó nó di coinne a lorg leis an múinteoir atá i gceist d'fhonn an gearán a thabhairt chun réitigh. Is féidir tuilleadh cruinnithe leis an múinteoir a thionól de réir mar is cuí.

1.2 Cruinniú idir an tuismitheoir/caomhnóir agus an Príomhoide[1]

I gcás nach n-éirionn leis an tuismitheoir/gcaomhnóir dlíthiúil an gearán a thabhairt chun réitigh leis an múinteoir, ba cheart dó nó di coinne a lorg leis an bPríomhoide d'fhonn an gearán a thabhairt chun réitigh. Is féidir tuilleadh cruinnithe leis an bPríomhoide a thionól de réir mar is cuí.

1.3 Cruinniú idir an tuismitheoir/caomhnóir agus an Cathaoirleach

I gcás go bhfuil an gearán fós gan réiteach, ba cheart don tuismitheoir/chaomhnóir dlíthiúil coinne a lorg le Cathaoirleach an Bhoird Bainistíochta d'fhonn an gearán a thabhairt chun réitigh. Is féidir tuilleadh cruinnithe leis an gCathaoirleach a thionólde réir mar is cuí.

Gearán tugtha chun réitigh

Is féidir an gearán a thabhairt chun réitigh sa chéim seo.

Céim Fhoirmiúil 2

Iscribhinn *(10 lá)*

2.1 Gearán i scríbhinn curtha chuig an gCathaoirleach

Mura dtugtar an gearán chun réitigh ag céim 1 agus más mian leis an tuismitheoir/gcaomhnóir dlíthiúil leanúint ar aghaidh leis, ba cheart dó nó di an gearán a chur faoi bhráid Chathaoirleach an Bhoird Bainistíochta i scríbhinn. Cuirtear tús le céim 2 leis sin.

2.2 Cóip curtha ar fáil ag an gCathaoirleach don mhúinteoir

Ba cheart don Chathaoirleach cóip den ghearán i scríbhinn a chur ar fáil gan mhoill don mhúinteoir a ndearnadh an gearán ina (h)aghaidh.

2.3 Cruinniú/cruinnithe tionólta ag an gCathaoirleach

Ba cheart don Chathaoirleach iarracht a dhéanamh an gearán a thabhairt chun réitigh idir an múinteoir agus an tuismitheoir/caomhnóir dlíthiúil laistigh de 10 lá scoile ó thús chéim 2.1. Le déanamh amhlaidh, d'fhéadfadh sé go mbeadh ar an gCathaoirleach cruinniú amháin nó níos mó ná sin a thionól leis an múinteoir/tuismitheoir/gcaomhnóir dlíthiúil agus le pearsanra eile de chuid na scoile de réir mar a mheasann an Cathaoirleach a bheith iomchuí.

Gearán tugtha chun réitigh

Is féidir an gearán a thabhairt chun réitigh ag an gcéim seo.

Céim Fhoirmiúil 3

An Bord Bainistíochta *(20 lá)*

3.1 Tuairisc fhoirmiúil tugtha ag an gCathaoirleach don Bhord

Má tá an gearán fós gan réiteach tar éis chéim 2 agus más mian leis an tuismitheoir/gcaomhnóir dlíthiúil leanúint ar aghaidh leis, ba cheart dó nó di an méid sin a chur in iúl don Chathaoirleach i scríbhinn. Ba cheart don Chathaoirleach tuairisc fhoirmiúil a thabhairt don Bhord Bainistíochta tráth nach déanaí ná 10 lá tar éis an ráiteas i scríbhinn sin a fháil. Ag an gcruinniú seo, is féidir leis an mBord cinneadh a dhéanamh dul ar aghaidh chuig céim 3.2 nó céim 3.3.

3.2 Gearán tugtha chun críche

Féadtar an próiseas a thabhairt chun críche ag an gcéim seo má mheasann an Bord:

- Go bhfuil an gearán suaibhreosach nó cráiteach;
- Go bhfuil imscrúdú déanta ag an mBord ar an ngearán cheana féin;
- Gurbh oiriúnaí plé a dhéanamh leis an ngearán trí chiorcláin níos ábhartha ón Roinn Oideachais,

nó;

- i gcás go bhfuil tús curtha le cás dlí.

I gcás go gcinneann an Bord go bhfuil an gearán curtha i gcrích ag an gcéim seo, ba cheart an tuismitheoir/caomhnóir dlíthiúil a chur ar an eolas amhlaidh tráth nach déanaí ná cúig lá tar éis an chruinnithe boird.

3.3 Dul ar aghaidh go héisteacht

I gcás go gcinneann an Bord dul ar aghaidh go héisteacht, ba cheart dó dul ar aghaidh mar seo a leanas:

a) ba cheart a chur in iúl don mhúinteoir go bhfuil an gearán le dul ar aghaidh go héisteacht iomlán agus ní mór don Chathaoirleach a chinntiú go gcuirfear ar fáil don mhúinteoir na doiciméid go léir atá á mbreithniú ag an mBord.

b) ba cheart don Bhord cruinniú a shocrú leis an tuismitheoir/gcaomhnóir dlíthiúil má mheasann sé go bhfuil gá lena leithéid. Tá sé de cheart ag an tuismitheoir/gcaomhnóir dlíthiúil cara a bheith in éineacht leis nó léi ag aon chruinniú den sórt sin agus cúnamh a fháil ón gcara sin le linn an chruinnithe.

c) ba cheart deis a thabhairt don mhúinteoir a c(h)ás a chur i láthair an Bhoird. Tá sé de cheart ag an múinteoir go ndéanfadh cara leis nó léi nó ionadaí ceardchumainn ionadaíocht dó nó di. Ceadaítear don chara nó don ionadaí ceardchumainn sin duine eile a bheith in éineacht leis nó léi le cabhrú leis nó léi nó le nótaí a ghlacadh chomhmaith.

d) ba cheart go n-iarrfaí ar an múinteoir ráiteas i scríbhinn a chur faoi bhráid an fhostóra (an Bord) mar fhreagra ar an ngearán. Idir an fostóir agus an fostaí a bheidh an ráiteas sin agus ní roinnfear le haon triú páirtí é.

e) tionólfar an cruinniú den Bhord Bainistíochta dá dtagraítear in 3(b), (c) agus (d) tráth nach déanaí ná 10 lá tar éis an chruinnithe dá dtagraítear in 3.1, a mhéid is féidir.

Céim Fhoirmiúil 4

Cinneadh *(5 lá)*

4.1 Cinneadh i scríbhinn ón gCathaoirleach

Déanfaidh an Bord an gearán agus an freagra a cuireadh ar fáil a mheas agus déanfaidh siad breithniú ar an ábhar. Ba cheart don Chathaoirleach cinneadh an Bhoird a chur in iúl i scríbhinn don mhúinteoir agus don tuismitheoir/chaomhnóir dlíthiúil nó do na tuismitheoirí/caomhnóirí dlíthiúla tráth nach déanaí ná cúig lá tar éis an chruinnithe a tionóladh ag céim 3.3.

4.2 Gearán tugtha chun críche

Cinneadh críochnaitheach a bheidh i gcinneadh an Bhoird.

[1] *I gcás go bhfaighteargearán faoi phríomhoide, tosaítear ar an bpróiseas thuas ag Céim 1.2*

Nósanna Imeachta Seachtracha

Mura bhfuil an cheist réitithe tar éis na céimeanna sna nósanna imeachta inmheánacha a leanúint, féadfaidh tú féachaint leis an gceist a réiteach trí na Nósanna Imeachta Seachtracha a úsáid.

Gearáin faoi mhúinteoirí

Soláthraíonn An Chomhairle Mhúinteoireachta próiseas foirmiúil chun ceisteanna a bhaineann le múinteoirí cláraithe a fhiosrú. Tá sonraí faoin bpróiseas seo ar fáil i ndoiciméad dar teideal 'Conas gearán a dhéanamh faoi mhúinteoir cláraithe' ar a suíomh Gréasáin: www.teachingcouncil.ie

Gearáin Ghinearálta

An Foras Pátrúnachta

B'fhéidir go mbeidh ár bpátrún scoile in ann an cheist a fhiosrú má **(i)** leanadh na Nósanna Imeachta Inmheánacha chun críche nó **(ii)** má bhaineann an cheist leis an mBord Bainistíochta féin.
Chun é seo a dhéanamh, seol litir chuig: An Foras Pátrúnachta, Bloc K3, Campas Gnó Mhaigh Nuad, Maigh Nuad, Co. Chill Dara

Oifig an Ombudsman do leanaí

Soláthraíonn Oifig an Ombudsman do Leanaí seirbhís láimhseála gearán atá neamhspleách agus neamhchlaonta. Is féidir leis an Omdudsman do Leanaí imscrúdú a dhéanamh ar ghearáin a bhaineann le gníomhartha riaracháin scoile atá aitheanta ag an Roinn Oideachais ar an gcoinníoll gur lean an gearánaí nósanna imeachta gearán na scoile ar dtús agus go hiomlán. Is é an príomhchritéar maidir le haon idirghabháil ag an Ombudsman do Leanaí go ndearna an gníomh a bhfuil gearán á dhéanamh ina leith dochar don leanbh nó go bhféadfadh an gníomh a bhfuil gearán á dhéanamh ina leith dochar a dhéanamh don leanbh. Is féidir tuilleadh eolais a fháil ar www.oco.ie nó trí ghlaoch ar 1800 20 20 40.

Ag Caint Leatsa

Communication Policy, Gaelscoil Átha Í

Introductory Statement

The school and the family strive to be mutually supportive and respectful of each other and aim to work for the benefit of the child and their learning so that the child's education can be effective. The family and home are central to the social and intellectual development of the child and the nurturing of good, moral values.

This policy's purpose is to provide information and guidelines to parents and staff on parent/staff communication including formal and informal parent/staff meetings.

We know from research that children do better, behave better and are happier at school when parents and teachers work closely together and when parents are able to give their children support at home.

The staff and Board of Management of Gaelscoil Átha Í are committed to:

- Developing close effective links with parents
- Participating in meetings in a positive and respectful manner, affirming the central and fundamental role of parents as Primary Educators of their children
- Maintaining the ethos, values and distinctive character of Gaelscoil Átha Í
- Supporting and facilitating the Parents Association
- Encouraging and facilitating the participation of parents in school life

Parents are encouraged to:

- Develop close links with the school
- Collaborate with the school in developing the full potential of their children
- Share the responsibility of seeing that the school remains true to its ethos, values and distinctive character
- Become actively involved in the school and Parents Association

In all matters pertaining to the wellbeing and education of pupils, only the parents/legal guardians will be consulted by staff. It is essential that all parents and legal guardians are named on the enrolment form.

Behaviour of all adults in the School

Positive and respectful communication is of high importance to our school. Adults in the school community (parents, staff, visitors) have a responsibility to ensure their own behaviour models the types of behaviour expected of children. The school's *Code of Conduct for Parents and Visitors* applies to all.

- All adults within the school are expected to speak to each other with respect, shouting or other aggressive tones are not acceptable. If any adult displays anger or

aggression to another member of the school community, they may be asked to remove themselves from the building and/or school site. In severe cases, and if required, the Gardaí will be called

- The school will respect all children and parents' right to privacy so staff should not be asked to speak about any child except your own nor will staff offer any details or information in relation to other children

Things that the school needs to know to keep your children safe and healthy

- It is vital that the school is immediately informed if family events/situations occur that may cause anxiety to your child and could affect his/her education. Your first point of contact should always be your child's class teacher
- The school should always know who is collecting your child. The school secretary should have a list of people and their contact information who you have authorised to collect your child. Should this change the onus is on you to inform the school secretary of the change. You can provide this information by email or by dropping in to the school office or updating details on Aladdin. Under no circumstances will a child be released to anyone unauthorised/unknown to the school. If, at any time, parents alter the pick-up arrangements for their child, the school should be given written authorisation by the parent immediately

Structures in place to facilitate open communication and consultation with Parents

Consultation throughout the year including:

- Welcome day for new Junior Infant parents each year
- Welcome day for new Junior Infant pupils each year
- September Communication. Teachers contact the parents of their class toward the end of September to introduce themselves and briefly outline the class rules and expectations for the year, inviting parents to make contact at any stage if they wish
- Parent/teacher meetings one-to-one in November (a short, written record of the meeting is maintained by each teacher)
- Special Education Teachers (SET) contact parents whose children have additional educational needs in September/October, January/ February and May/June

Written communication including:

- Messages sent through Aladdin connect
- Regular newsletters keep parents up-to-date with school events, holidays, decisions taken to change current policies and procedures or to introduce new ones and other school concerns
- Class updates through Aladdin
- School report for each pupil at the end of each school year (shared via Aladdin)
- Text messages for general reminders (e.g school closures, coffee mornings)
- Some Special Education Needs (SEN) pupils may have a home school diary. This is not a means of reviewing academic/social progress but rather serves as a useful tool to share information between home and school

- Emails from principal to families

In general, communication sent from the school will be 'paperless.' Emails sent from the school will be sent to the email address(es) provided at enrolment, unless otherwise requested by parents. Any paper communication sent from the school will be sent to the child's home address as given on the enrolment form, unless otherwise requested by parents.

Other structures and processes include:

- Parents are invited to discuss and contribute to the drafting and review of school policies through surveys and focus groups
- Parents are invited to events throughout the year e.g. Play days, Reading events, science exhibitions, Seachtain na Gaeilge, Friendship Week
- The Aladdin Connect app. We encourage all parents to utilise this app. Through this app contact details can be updated, consent can be sought, absences can be explained, school reports can be viewed, payments can be made

Procedures for parents to initiate communication with the school

If a parent wishes to consult with a teacher, they can contact the teacher through the school office to arrange a suitable time. We ask that parents leave an outline of what they wish to discuss with the secretary. In the event that a parent has a complaint, Appendix 1 outlines the procedures to be followed.

Classes begin at 8:50am and finish at 1:30pm (infants) and 2.30pm (1st-6th) and this time should not be interrupted. Meetings with the class staff at the class door in the yard or at the school gate to discuss a child's concern/progress are discouraged on several grounds:

- Staff cannot adequately supervise their class while at the same time speaking to a parent
- It is difficult to be discreet when so many children are standing close by
- It can be embarrassing for a child when their parent is talking to staff at a classroom door

On some rare occasions a parent may need to speak to a staff member urgently. Sometimes these meetings need to take place without prior notice. The Principal will aim to facilitate such meetings making every effort to ensure that the children in the class do not lose out on any of the teaching/learning time.

If the principal or class teacher is unavailable at short notice we ask that parents leave an outline of what they wish to discuss with the secretary. **The continued presence of parents in the school building and on school grounds until such time as the staff member is available is not welcome. The relevant member of staff will contact the parents as soon as possible.**

If parents wish to drop in lunch boxes, sports gear during class time etc, this can be done through the secretary's office so that learning is not disrupted. Should a parent need to speak with a child, this must be arranged with the school staff and take place in the foyer; parents should not enter the school building or playground during contact hours.

Meetings with the principal can be arranged through the school office. When concerns relate to classroom matters parents are expected to engage with the class teacher first and foremost.

"Town hall" style meetings will not be facilitated with any group of parents wishing to raise concerns.

Online & Social Media Communication

Gaelscoil Átha Í has a website gaelscoilathai.com, and and Instagram account which can cross-post to Facebook. Parents are encouraged to visit these sites regularly to keep up to date on school matters, comment and contribute to posts and share information to help publicise the school and the achievements of our children.

The school's name or anything that identifies the school should not be used on online or on social media (for example class Facebook page which might be set up by parents) by members of the public including parents without express written permission from the principal or Board of Management. Gaelscoil Átha Í will request removal of any online or social media sites that are not approved by the school.

We are proud of the high standards in our school. In order to defend our school reputation and that of our staff, any commentary which may be deemed as slanderous in any forum will not be tolerated and the school will pursue all steps up to and including legal action against those responsible.

Communication between staff

Staff meetings take place regularly during the year, between Croke Park hours and 'half-in, half-out' meetings. All members of teaching staff are expected to attend and non-teaching staff must attend on request of the principal.

Staff also have a Whatsapp group which is used to share updates, news, and social events.

Staff emails and Aladdin noticeboard are also in use for staff communication.

Communication between School/Board/PAC

The Principal attends the Parents' Association AGM when possible, and maintains regular contact with the elected Parents Association Committee in person and via email.

There is a teacher representative on the Board of Management who attends meetings.

Email communication between School and PAC is generally limited to:

- Principal to Chairperson
- Treasurer to Treasurer
- With some necessary contact made between one member of the PAC and the school secretary (including photos for website etc).

Communication with outside agencies

Gaelscoil Átha Í enjoys and benefits from links with state agencies. These include:

NEPS / NCSE / SENO / HSE / Tusla/ CAMHS/ Primary Care teams

Gaelscoil Átha Í also aims to make links with the community through:

- Events organised by the HSCL
- Links with local schools (Principal meetings, pupil events)
- Links with the community Gardaí
- Links with local events
- Rent of school hall

Communication through the school office

The school phone number is 05986 34200 and the email address is oifig@gaelscoilathai.com. The school office is open from 8.45am - 2.30pm each day with the exception of a lunchtime break of 30 minutes.

All visitors must report to the school reception and identify themselves and their business to the school secretary/ staff member.

Parents will be informed of office closures in advance when possible.

There may be occasions where a parent is trying to contact the school by phone and/or email and are not receiving a response. Office hours are limited and the secretary is not always at the desk. We ask for patience during these times.

Response Time

Emails to the school office are read and responded to during working hours; 8.50am - 2.30pm.

Response times to emails from the school secretary can vary depending on the demands in the office at any given time. It is considered reasonable that 3-5 school days are allowed for a response (except for holiday periods during which email is only checked intermittently).

Response times to emails to the Principal can also vary greatly depending on the demands at any given time. Priority must be given to the pupils, staff and overall running of the school. A response time of 5-7 school days is reasonable.

Teachers are in class during the day and will not have time to access emails. They may be engaged in planning, meetings or personal matters after school hours and so again 3-5 school days is a reasonable response time.

Teaching staff (including the principal) are instructed to not have their work email on their personal phone and to not respond to emails after 5.30pm on school days as a courtesy to their colleagues.

Staff will endeavour to complete requests for assessment paperwork or supporting documentation for outside agencies within 5-7 school days. This is in deference to the level of detail and coordination between staff required to ensure accurate reporting and completion.

Parent/Teacher Meetings

The purpose of the Parent/Teacher meeting is:

- To establish and maintain good communication between the school and parents
- To let parents know how their children are progressing in school
- To help teachers/parents get to know the children better as individuals
- To help children realise that home and school are working together
- To share with the parent the problems and difficulties the child may have in school
- To review with the parent the child's experience of schooling
- To learn more about the child from the parent's perspective
- To get general feedback from the parents regarding the school
- To identify ways in which parents can help their children
- To negotiate jointly decisions about the child's education

Organisation of Parent/Teacher meetings

Formal Parent/Teacher meetings will be held once a year for all classes, usually in November. If a parent wishes to arrange an additional meeting at any stage during the year to discuss their child, they may do so by contacting the school secretary or their child's class teacher directly.

Gaelscoil Átha Í uses prepared guidelines to give structure to the meetings. These can vary from teacher to teacher but must include feedback on attendance, behaviour, punctuality, standardised test results (where applicable) and overview of progress through the curriculum. Parent/Teacher meetings may take place by phone, in classrooms, offices, support rooms or in the school hall. Each meeting is allocated a 10-minute time slot which parents can book through the Aladdin Connect app. If a longer meeting is required these should be scheduled for another day.

To facilitate the operation of the school and the needs of children and other parents, it is important that meetings should be kept to the allocated time. Times of meetings are agreed beforehand and should be adhered to so that all parents are seen on time in so far as is possible.

Planning meetings for Individual Education Plans/ Individual Plans

Formal parent/staff communication relating to a child's **Individual Education Plan/**

Individual Plan will take place in September/October - this may be in person, over the phone, or by questionnaire. If a parent wishes to arrange a meeting at any stage during the year to discuss their child, they may do so by prior appointment. **In the case of separated/ divorced parents, Gaelscoil Átha Í will facilitate requests made by parents to meet their child's teacher(s) individually for parent/teacher meetings.**

School Reports

Gaelscoil Átha Í produces formal reports for reporting to parents on students' progress and achievement at school annually in the third term using report card templates as required by the National Council of Curriculum and Assessment (www.ncca.ie). The reports are issued through the Aladdin app in the week prior to school closing for the summer break to allow parents time to ask for clarification with the teacher on anything contained in their child's report. Report cards cover;

- The child's learning and achievement across the curriculum
- The child's learning dispositions
- The child's social and personal development
- Ways in which parents can support their child's learning

Reports for children in their final year of primary school (sixth class) will be in the form of an **Education Passport**. These support the transfer of pupil information from primary to post-primary and follow a standard template.

Safety, Health & Welfare at Work

The Safety, Health and Welfare at Work Act became operative on 1 November 1989. It is an important piece of legislation for BoMs and for those who work in schools, as schools and colleges were brought under the scope of safety legislation for the first time.

It is recognised that school staff may be at risk from violence in the form of verbal abuse, threats, assaults or other forms of intimidation. This behaviour may come from pupils, parents, guardians, other staff members or intruders.

In this respect, all staff should be aware of **DES Circular 40/97** which deals with the procedures to follow if they feel they have been subjected to any of the above behaviours. The school also expects all members of the school community to adhere to the Code of Conduct for Parents/Guardians and Visitors.

This policy was approved by the Board of Management and implemented immediately.

Cathaoirleach: _____

Príomhoide: _____

Dáta: _____

APPENDIX 1: Complaints Procedure
Internal Procedures

Revised Parental Complaints Procedure

Note:

- *A copy of this procedure will be available for parents/legal guardians on the school website and/or on request from the school. This procedure comes into effect on the 1st of January 2024.*
- *Under the Education Act 1998, legally, all schools are managed by the school's Board of Management, on behalf of the school patron.*

Purpose/Objective

The parental complaints procedure was revised and agreed by the Irish National Teachers' Organisation and the management bodies of primary schools, the Catholic Primary Schools Management Association, the Church of Ireland, An Foras Pátrúnachta, the Muslim Primary Education Board, Educate Togetherandthe National Association of Boards of Management in Special Education in 2023. It is designed to provide an open and clearly defined process to facilitate parents/legal guardians in raising concerns about their own child/children in an agreed, fair and transparent manner.

It is recognised that parents/legal guardians are the primary educators in a child's life and as such from time-to-
time concerns may arise which they may need to engage with the school. It is expected that engagement will be timely, courteous and resolution focused to ensure that the important relationship between the parent and school can be preserved and respected. It is expected that all parties concerned will engage proactively.

Procedural Points

The procedure is a staged procedure where every effort is made to resolve matters at the earliest possible stage. In most cases, concerns will be dealt with either informally or formally at the earlier stages of the procedure. Where it has not been possible to agree a resolution at the earlier stages, the procedure does allow for the escalation of the matter to the Board of Management. This procedure sets out, in four stages, the process to be followed in progressing a complaint and the specific timescale to be followed. It is expected the parties will follow each stage in sequence.

- Where the term written correspondence is used, this outside refers specifically to a letter or email correspondence from a parent/legal guardian(s).
- Only complaints about a teacher which are written is in and signed by a parent/legal guardian, and which closuresandleaves relate to their own child, will be investigated.
- Where a complaint raised by a parent/legal guardian is deemed by the employer/board of management to provided for and relate to the following, this procedure will not apply; guardian raising a concern will be
  - matters of professional competence and which are to be referred to the Department of Education; accordingly,
  - frivolous or vexatious complaints and complaints intends that there which do not impinge on the work of a teacher in a representation at any stage.
  - school; or
  - complaints in which either party has recourse to raised to law or to another existing procedure. possible stage
- In all circumstances, any form of written teacher's class. correspondence for the attention of the Board of Management must be supplied to the Chairperson

this could be deemed prejudicial and as acting the scope of this agreement.

- Days in this procedure refer specifically to school days. A school day is a day on which the school operation. Holiday periods, school of absences are not counted as school days for the purpose of this procedure.
- Group/collective complaints are not each parent/legal dealt with separately through this process.
- The procedure is a domestic forum and neither management nor the INTO would be legal
- Issues should be raised in a timely manner. It is in the best interests of the child that issues are achieve early resolution at the earliest with the teacher, ideally while the pupil is in that

Formal Stage 1

Discussion

1.1 Parent/guardian meets teacher

A parent/legal 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.

1.2 Parent/guardian meets Principal[1]

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.

1.3 Parent/guardian meets Chairperson

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.

Complaint resolved

The complaint may be resolved during this stage.

Formal Stage 2

Written *(10 days)*

2.1 Written complaint sent to Chairperson

If the complaint has not been resolved at stage 1, the parent/ legal guardian who wishes to pursue the matter further should submit the complaint in writing to the Chairperson of the Board of Management. This commences stage 2.

2.2Chairperson provides a copy to the teacher

The Chairperson should provide a copy of the written complaint to the teacher against whom the complaint has been made, without delay.

2.3 Chairperson conveses meeting(s)

The Chairperson should seek to resolve the complaint between the teacher and the parent/ legal guardian within 10 school days of the commencement of stage 2.1. This may require one or more meetings to be convened by the Chairperson with the teacher/ parent/legal guardian and other school personnel.

Complaint resolved

The complaint may be resolved at this stage.

Formal Stage 3

Board of Management *(20 days)*

3.1 Chairperson makes a formal report to the Board

If the complaint remains unresolved following stage 2 and the parent/ legal guardian wishes to pursue the matter, they should inform the Chairperson in writing of this fact. The Chairperson should make a formal report to the Board of Management within 10 days of receipt of this written statement. At this meeting, the Board can

3.2 Complaint concluded

Where the Board considers the complaint, the process may be concluded at this stage, if the board considers that:

- The complaint is frivolous/v exatious;
- The complaint has already been investigated by theboard;
- The complaint is more appropriately dealt with through a more relevant DE circular.

3.3 Proceed to a hearing

Where th Board decide to proceed t a hearing, should proceed a follows:

a) the teacher should be informed th complaint is proceeding to a full hear

b) and the Chairperson ensure the teacher has supplied wit documents are being

c) considered Board.

the Board should arran meeting wit the parent/l guardian if i

d) considers su to be requir The parent/ legal guardia entitled to b accompanie and assisted a friend at a

e) the meetin the Board o Management referred to i (c) and (d) take place 10 days of meeting ref to in 3.1 in as possible.

[1]Where a complaint is received about a principal the above process commences at Stage 1.2.

External Procedures

If the issue has not been resolved having followed the steps laid out in the Internal Procedures, you may look to resolve the issue by using the External Procedures.

Complaints about teachers

The Teaching Council provides a formal process for issues relating to registered teachers to be investigated. Details on this process are available in a document called 'How to make a complaint about a registered teacher' on their website: www.teachingcouncil.ie

General Complaints

An Foras Pátrúnachta

Our school patron may be able to investigate the issue if **(i)** the Internal Procedures have been followed to completion or **(ii)** if the issue relates to the Board of Management itself.

To do this, send a letter to: An Foras Pátrúnachta, Block K3, Maynooth Business Campus, Maynooth, Co. Kildare.

Office of the Ombudsman for Children

The Office of the Ombudsman for Children provides an independent and impartial complaint handling service. The Ombudsman for Children can investigate complaints relating to the administrative actions of a school recognised by the Department of Education provided the complainant has firstly and fully followed the school's complaints procedures. The key criterion for any intervention by the Ombudsman for Children is that the action complained of has or may have adversely affected the child. More information about the Ombudsman for Children can be obtained on www.oco.ie/ or by calling them on 1800 20 20 40.