

## Polasaí Cumarsáide - Gaelscoil Bhrian Bóroimhe



### Tús Eolais

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

D'fhorbair Bord Bainistíochta agus foireann Ghaelscoil Bhrian Bóroimhe an polasaí seo i gcomhairle le tuismitheoirí agus le daltaí sa scoilbhliain 2023-2024. Is é an aidhm atá leis ná eolas agus treoirínite 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 fearr le daltaí, go n-íompraíonn siad iad féin níos fearr agus go mbíonn siad níos sona ar scoil nuair a oibríonn tuismitheoirí agus múinteoirí go dlúth le chéile.

**Tá Bainistíocht, Foireann agus Bord Bainistíochta Gaelscoil Bhrian Bóroimhe tiomanta do:**

- Dlúthcheangail éifeachtacha a fhorbairt le tuismitheoirí
- Páirt a ghlacadh i gcruinnithe le tuismitheoirí ar bhealach dearfach agus measúil, ag dearbhú ról lárnach agus bunúsach na dtuismitheoirí mar Phríomhoideachasóirí a bpáistí
- Luachanna, caighdeán agus carachtar, dairfeach sainiúil Ghaelscoil Bhrian Bóroimhe a chothabháil
- Tacaíocht agus éascú a thabhairt do Chairde na Scoile
- 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 lánacmhairneacht a bpáistí a fhorbairt
- An fhreagracht a roinnt maidir le cinntiú go bhfanann an scoil dílis dá luachanna, caighdeán agus carachtar, dearfach sainiúil.
- Páirt ghníomhach a ghlacadh sa scoil agus i gCairde na Scoile chomh fada agus is féidir ar bhealach a oireann don duine aonair.

### 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 pháistí.

- Bítear ag súil go labhróidh gach duine fásta lena chéile i dtimpeallacht na scoile le meas agus nach mbeidh scairt nó tuineacha ionsaitheacha ann. Baineann seo le ghníomhaíochtaí scoile freisin. 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.
- Beidh meas ag an scoil ar chearta 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 thairgfí 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 pháiste 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 a bhreacadh 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 pháiste, ba chóir don scoil údarú scríofa a thabhairt don scoil láithreach

### **Struchtúir chun cumarsáid oscailte agus comhairliúchán le tuismitheoirí a éascú**

#### ***Comhairliúchán i gcaitheamh na scoilbhliana:***

- Lá Oscailte do na Naíonáin Bheaga nua agus a dtuismitheoirí i mí Bealtaine gach bliain
- Oíche eolais do thuismitheoirí Naíonáin Bheaga i Mí na Samhna
- Cruinnithe tuismitheoirí/múinteoirí duine-le-duine i mí na Samhna (R1-R6) agus Feabhra (Naíonáin)
- Déanann múinteoirí ranga / Múinteoir Oideachais Speisialta cumarsáid le tuismitheoirí a bhfuil riachtanais bhreise oideachais ag a bpáistí i Meán Fómhair/Deireadh Fómhair, Eanáir/Feabhra agus Bealtaine/Meitheamh (uaireanta déantar na cruinnithe seo ar an bhfón). Bíonn cruinnithe eile i rith na bliana más gá.

#### ***Cumarsáid scríofa ina measc:***

- Dialann obair bhaile, chun tuismitheoirí a chur ar an eolas faoin obair bhaile a thugtar, chun a dheimhniú go bhfuil an obair bhaile críochnaithe agus chun teachtaireachtaí a chur in iúl do thuismitheoirí agus múinteoirí
- Ríomhphost idir mhúinteoirí agus tuismitheoirí
- 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 chun cuide nua a chur in iúl chomh maith le haon ábhair inní scoile eile.
- Nuacht faoi imeachtaí scoile ar shuíomh na scoile (gsbb.ie) agus/nó ar 'X' @GSBB\_Sord
- Tuairisc scoile do gach dalta ag deireadh gach scoilbhlian (roinnte trí Aladdin)
- Teachtaireachtaí téacs le haghaidh meabhrúcháin ghinearálta (m.sh. scoil dúnta)

Go ginearálta, beidh an chumarsáid a sheolfar ón scoil saor ó pháipéar. Seolfar ríomhphost ón scoil chuig an seoladh/seoltaí ríomhphost 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 pháiste 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 nuair is cuí.
- Tugtar cuireadh do thuismitheoirí teacht chuig imeachtaí scoile i rith na bliana
- 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 fócaíochtaí a dhéanamh
- Blianta áirithe eagróimid seisiúin eolais do thuismitheoirí ag gach rang leibhéal. Tabharfaidh na seisiúin seo deis do thuismitheoirí bualadh le múinteoirí, eolas a fháil faoin gcuraclam, faoi rialacha ranga, cur chuige maidir le hobair bhaile, faoin méid atáimid ag súil leis don bhliain chomh maith le bealaí gur féidir cabhrú le fáiste.

#### **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 baill foirne ag doras an ranga nó sa chlós chun cúis inní/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 leanaf ina seasamh in aice láimhe
- D'fhéadfadh sé náire a chur ar pháiste nuair a bhíonn a thuismitheoir ag caint leis an mball foirne 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 réachtáil 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 iarraidimid ar thuismitheoirí breac-chuntas a fhágáil ar cad ba mhaith leo a phlé leis an rúnaí. Rachaidh an ball foirne cuí i dteagmháil leis na thuismitheoirí chomh luath agus is féidir.

Más mian le thuismitheoirí bualadh isteach le boscaí lóin, feisteas spóirt le linn am ranga srl, is féidir é seo a dhéanamh tríd oifig an rúnaí. Meabhraítear daoibh go bhfuil an oifig dúnta idir 11 agus 12.

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

### **Cumarsáid ar líne agus ar na Meáin Shóisialta**

Tá suíomh idirlín [www.gsbb.ie](http://www.gsbb.ie) agus leathanach 'X' ag Gaelscoil Bhrian Bóroimhe faoi láthair. Moltar do thuismitheoirí cuairt a thabhairt ar na suíomhanna seo go rialta le bheith chun dáta ar chúrsaí scoile. Má osclaíotar cuntais ar aon árdán eile coimeádfar ar an eolas thú.

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 thuismitheoirí a bhunú) ag baill den phobal lena n-áirítear thuismitheoirí gan cead sainráite i scríbhinn a fháil ón bpríomhoide nó ón mBord Bainistíochta. Iarrfaidh Gaelscoil Bhrian Bóroimhe fáil réidh le haon suíomh ar líne nó meáin shóisialta nach bhfuil ceadaithe ag an scoil.

### **Cumarsáid idir an scoil/bord bainistíochta/cumann na dtuismitheoirí (Cairde)**

Tá ionadaí múinteoirí ar an mBord Bainistíochta a fhreastalaíonn ar chruinnithe den Bhord Bainistíochta. Cinntíonn ionadaí na foirne agus an Príomhoide go bhfuil an Bord agus foireann na scoile ar an eolas faoi mhíreanna/ ábhair a bhaineann leis an dá ghrúpa.

Freastlaíonn an Príomhoide ar chruinnithe Cairde na Scoile chomh minic agus is féidir. Tugtar míreanna ar ais chuig an bhfoireann le plé.

### **Cumarsáid le gníomhaireachtaí seachtracha**

Tá naisc le gníomhaireachtaí stáit ag Gaelscoil Bhrian Bóroimhe. Ina measc tá:

NEPS / NCSE / SENO / HSE / Tusla / CAMHS / Foirne Cúraim Phríomhúil

Tá sé mar aidhm ag Gaelscoil Bhrian Bóroimhe naisc a dhéanamh leis an bpobal trí:

*Príomhoide: Pádraig Ó Conchubhair*

*Príomhoide Tánaisteach: Sharon Ní Fhinneadhá*

- Naisc le scoileanna áitiúla (Cruinnithe le POí eile, imeachtaí do dhaltaí)
- Naisc leis na Gardaí pobail
- Naisc le himeachtaí áitiúla
- Caidreamh oibre láidir leo siúd san ionad pobal
- Caidreamh leis na gclubanna spóirt áitiúla

### **Cumarsáid tríd oifig na scoile**

Is é uimhir theileafóin na scoile 01-8902799 agus is é an seoladh ríomhphoist oifig@gsbb.ie. Bíonn oifig na scoile ar oscailt ó 8.40am - 3.30pm gach lá ach amháin ag am sosa an rúnaí, 11-12.

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. Is féidir taifeadeadh a fhágáil agus déanfar gach iarracht tú a fhreagairt chomh luath agus ids féidir. Tá uaireanta oifige teoranta agus ní bhíonn an rúnaí ag an deasc i gcónaí. Iarraimid foighne le linn na n-amanna seo.

### **Cumarsáid ar ríomhphost - 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 2 nó 3 lá scoile a cheadú le haghaidh freagra (seachas tréimhsí saoire nuair nach ndéantar ach ríomhphost a sheiceáil ó am 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.

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, cé go ndéanfar gach iarracht ríomhphoist práinneacha a fhreagairt chomh scioptha agus is féidir, is am freagartha réasúnta é 2-3 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 4.30i.n ar laethanta scoile mar chúirtéis dá gcomhghleacaithe.

### **Cruinnithe Tuismitheoirí/Múinteoirí**

**Is iad na spriocanna le Cruinnithe Tuismitheoirí/Múinteoirí ná:**

*Príomhoide: Pádraig Ó Conchubhair*

*Príomhoide Tánaisteach: Sharon Ní Fhinneadhá*

- 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 páistí 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 bpáiste ar scoil a roinnt leis an tuismitheoir
- Athbhreithniú a dhéanamh leis an tuismitheoir ar thairbhí scolaíochta a bpáistí.
- Níos mó a fhoghlaim faoin bpáiste ó dhearcadh an tuismitheora
- Bealaí a aithint inar féidir le tuismitheoirí cabhrú lena bpáistí
- Cinntí faoi oideachas a bpáistí 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 do Ranganna 1-6 agus i Mí Feabhra do na Naíonáin. 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 múinteoir ranga a pháiste.

Úsáideann Gaelscoil Bhrian Bóroimhe 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. Leithdháiltear slíotán 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 bhfeicfead na tuismitheoirí ar fad in am chomh fada agus is féidir.

### **Tuairiscí Scoile**

Ullmhaíonn Gaelscoil Bhrian Bóroimhe tuairiscí foirmeálta do thuismitheoirí ar dhul chun cinn agus ghnóthachtáil na bpáistí 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](http://www.ncca.ie)). De gnáth, eisítear na tuairiscí tríd an aip Aladdin an tseachtain/coicís 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. Scríobhtar cártaí tuairisce i nGaeilge agus i mBéarla agus clúdóidh siad;

- Foghlaim agus gnóthachtáil an pháiste trasna an churaclaim
- Meonta foghlama an pháiste

- Forbairt shóisialta agus phearsanta an pháiste
- Bealaí inár 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 agus 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 tuismitheoirí, ó chaomhnóirí, ó bhaill foirne eile nó ó ionróirí. Is sprioc den pholasáí seo é an baol sin a laghdú.

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.

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

Conor Ó Braonáin, Cathaoirleach:

*Lora O'Brien.*

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Pádraig Ó Conchubhair, Príomhoide:

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Dáta:

*21.11.23.*

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## **Aguisín 1: Nósanna imeachta chun gearáin a dhéanamh**

### **Réamhrá:**

Tuigimid go dtiocfaidh dúshlán chun cinn ó am go chéile sa scoil. Táimid ar fad ag iarraidh go ndéanfar déileáil leis na dúshlán sin sa chaoi is go mbeidh na páistí sona ar scoil. Cuir in iúl dúinn má tá fadhb ann agus déanfaimid gach iarracht aghaidh a thabhairt uirthi chomh luath agus is féidir.

Is í ár aidhm leis an gcaipéis seo ná eolas a thabhairt do thuismitheoirí faoi conas dul i ngleic le dúshlán. Tá dhá phríomhchuid ann; nósanna imeachta inmheánacha agus nósanna imeachta seachtracha.

Ta nósanna imeachta náisiúnta ann chun dúshlán éagsúla a réiteach. Tá sé tábhachtach a thuiscint nach féidir leis an scoil dul lasmuigh de na nósanna imeachta seo agus go gcaithfear ceisteanna a árdú ag an leibhéal ceart mar atá leagtha amach sa pholasáí seo.

Tá raon feidhme na ngearán gan ainm an-teoranta.

Tá súil againn go mbeidh an t-eolas seo a leanas ina chabhair duit.

### **Nósanna Imeachta Inmheánacha:**

Tá sé tábhachtach ceisteanna a árdú ag an leibhéal cuí. Mar shampla, ba cheart ceist bainteach leis an seomra ranga a árdú leis an múinteoir ranga sa chéad áit.

- A) Má tá inní ort faoi do pháiste ar scoil nó má tá gearán agat faoin scoil, is é múinteoir ranga do pháiste an duine is fearr le dul isteach i dtosach chun plé neamhfhoirmiúil a dhéanamh. Chun seo a dhéanamh, déan teagmháil leis an múinteoir ranga agus eagraigh coinne nó glaoch gutháin le haghaidh plé neamhfhoirmiúil. Mura mbíonn tú sásta tar éis an phlé sin, féadfaidh tú labhairt leis an bpríomhoide ag an bpointe sin (a d'fhéadfadh iarraidh ort labhairt le ball foirne eile, ag brath ar nádúr na ceiste).
- B) Má bhaineann do ghearán le múinteoir, féach ar na nósanna imeachta thíos, dár dteideal, 'Nósanna Imeachta Do Ghearáin Tuismitheoirí.'
- C) Más rud é go mbaineann do ghearán le ball foirne (seachas an príomhoide), ba chóir teagmháil a dhéanamh le príomhoide na scoile. Déan coinne a shocrú le hoifig na scoile chun labhairt leis an bpríomhoide. Mura bhfuil tú sásta le freagra an phríomhoide, is féidir an cheist a árdú i scríbhinn leis an mBord Bainistíochta trí litir a sheoladh chuig 'An Cathaoirleach' ag seoladh na scoile.
- D) Ba cheart gearáin faoin bpríomhoide a chur chuig an mBord Bainistíochta trí litir a sheoladh chuig 'An Cathaoirleach' ag seoladh na scoile. Tabhair faoi deara le do thoil go dtiocfaidh comhfhreagras chugat tar éis an chéad chruinniú eile den Bhord Bainistíochta agus b'fhéidir go mbeidh roinnt seachtainí i gceist (buaileann an Bord le chéile 6-7 n-uaire le linn na scoilbhliana).



## **Nósanna Imeachta Do Ghearáin Tuismitheoirí**

Soláthraíonn an Nós Imeachta Gearán seo, arna chomhaontú ag ceardchumann na múinteoirí agus comhlachtaí bainistíochta, meicníocht chun déileáil le gearáin ó thuismitheoirí i gcoinne múinteora mar atá leagtha amach in Alt 28 den Acht Oideachais 1998.

Leanann Bord Bainistíochta Ghaelscoil Bhrian Bóroimhe an 'Lámhleabhar Rialachais do Bhunscoileanna' mar atá leagtha síos ag an Roinn Oideachais i ngach ábhar gnó. Mar sin ag teacht lena bhfuil in alt 15(c) *Nochtadh Leasa/Ionracas Imeachtaí an Bhoird*, beidh gá le haon ball den Bhord atá bainteach leis an ábhair atá os comhair an bhoird tarraingt siar ón bplé.

## **Gaol le hÉiteas na Scoile**

Cothaíonn Gaelscoil Bhrian Bóroimhe teagmhálacha dearfacha idir an baile agus an scoil agus déanann sí iarracht féin-mheas gach duine laistigh de phobal na scoile a mhéadú. Cuidíonn an polasaí leis na hidéil sin.

## **Aidhmeanna/Cuspóirí**

- Caidreamh torthúil muiníneach a chothú idir an scoil agus na tuismitheoirí
- Deis a thabhairt do thuismitheoirí tuairimí/gearáin a chur in iúl trí chreat nós imeachta sainithe
- An deis coimhlinte a íoslaghdu trí dheis a thabhairt do thuismitheoirí dul i dteagmháil leis an múinteoir ranga

## **Réamhrá**

Ní fhéadfaidh an Bord Bainistíochta ach na gearáin sin faoi mhúinteoirí atá scríofa agus sainithe ag tuismitheoirí/caomhnóirí daltaí a fhiosrú go foirmiúil, ach amháin nuair a mheasann an Bord

go bhfuil na gearáin sin:

- bainteach le cúrsaí iniúlachta gairmiúla agus atá le cur faoi bhráid na Roinne Oideachais
- suaibhreasach nó cráiteach agus nach gcuireann isteach ar obair múinteora i scoil
- gearáin ina bhfuil ceachtar páirtí in ann dul i muinín an dlí nó nós imeachta reatha eile.

Féadfar gearáin neamhscríofa nach bhfuil sna catagóirí thuas a phróiseáil go neamhfoirmiúil mar atá leagtha amach i gCéim 1 den nós imeachta seo.

## **Céim 1**

1.1 Ní mór do thuismitheoir/caomhnóir ar mian leis/léi gearán a dhéanamh dul i dteagmháil le múinteoir ranga a linbh ag cur síos ar a n-ímní, deimhniú a fháil maidir le ham comhaontaithe chun bualadh leis an múinteoir ranga agus dul chuig an gcruinniú d'fhonn an gearán a réiteach.

1.2 Sa chás nach bhfuil an tuismitheoir/caomhnóir in ann an gearán a réiteach leis an mhúinteoir ranga nua nó mór dóibh dul i dteagmháil leis an bPríomhoide ag cur síos ar a n-ímní, deimhniú a fháil maidir le ham comhaontaithe agus dul chuig an gcrúinniú d'fhonn an gearán a réiteach.

1.3 Má tá an gearán fós gan réiteach ba chóir don tuismitheoir/caomhnóir dul ar aghaidh go Céim 2 de na nósanna imeachta seo

### *Céim 2*

2.1 Más rud é go bhfuil an gearán fós gan réiteach agus gur mian leis an tuismitheoir/caomhnóir dul ar aghaidh leis an ábhar a thuilleadh ba chóir dó/di an gearán a dhéanamh i scríbhinn le Cathaoirleach an Bhoird Bainistíochta (trí litir a sheoladh chuig 'An Cathaoirleach' ag seoladh na scoile).

2.2 Ba chóir don Chathaoirleach nádúr beacht an ghearáin scríofa a chur in iúl don mhúinteoir agus iarracht a dhéanamh an cheist a réiteach idir na páirtithe laistigh de 5 lá ón gearán scríofa a fháil.

### *Céim 3*

3.1 Mura réitítear an gearán go neamhfhoirmiúil, ba cheart don Chathaoirleach, faoi réir údarú ginearálta an Bhoird agus seachas sna cásanna sin ina measann an Cathaoirleach go bhfuil údarú ar leith ón mBord ag teastáil:

a. Tabhair cóip den ghearán scríofa don mhúinteoir; agus

b. Eagraigh cruinniú leis an mhúinteoir agus, nuair is cuí, leis an bPríomhoide d'fhonn an gearán a réiteach. Ba cheart cruinniú den sórt sin a bheith ann laistigh de 10 lá tar éis an gearán scríofa a fháil.

### *Céim 4*

4.1 Mura bhfuil an gearán réitithe fós ba cheart don Chathaoirleach tuarascáil fhoirmiúil a thabhairt don Bhord laistigh de 10 lá ón gcrúinniú dá dtagraítear i 3.1 (b).

4.2 Má mheasann an Bord nach bhfuil bunús leis an ngearán ba chóir é sin a chur in iúl don mhúinteoir agus don ghearánach laistigh de 3 lá ón chruinniú an Bhoird.

4.3 Má mheasann an Bord go bhfuil bunús leis an ngearán nó go dteastaíonn tuilleadh imscrúdaithe, leanann sé ar aghaidh mar seo a leanas:

a. Ba chóir a chur in iúl don mhúinteoir go bhfuil an t-imscrúdú ar aghaidh go dtí an chéad chéim eile;

b. Ba chóir cóip d'aon fhianaise scríofa a thacaíonn leis an ngearán a sholáthar don mhúinteoir;

c. Ba chóir iarraidh ar an mhúinteoir ráiteas scríofa a sholáthar don Bhord mar fhreagra ar an ngearán;

d. Ba chóir deis a thabhairt don mhúinteoir an cás a chur i láthair don Bhord. Bheadh an mhúinteoir i dteideal cara a bheith in éineacht leis/léi agus cúnaimh a thabhairt dó/di ag aon chruinniú dá leithéid;

e. Féadfaidh an Bord cruinniú a shocrú leis an ngearánach má mheasann sé go bhfuil gá leis. Bheadh an gearánach i dteideal cara a bheith in éineacht leis agus cúnamh a fháil ó aon chruinniú den sórt sin; agus

f. Beidh cruinniú an Bhoird Bainistíochta dá dtagraítear in (d) agus (e) ar siúl laistigh de 10 lá ón gcruinniú dá dtagraítear i 3.1 (b).

#### **Céim 5**

5.1 Nuair a bheidh a imscrúdú críochnaithe ag an mBord, ba chóir don Chathaoirleach cinneadh an Bhoird a chur in iúl i scríbhinn don mhúinteoir agus don ghearánach laistigh de 5 lá ó chruinniú an Bhoird.

5.2 Beidh cinneadh an Bhoird críochnaitheach.

#### **Tabhair faoi deara;**

- Sa chomhaontú seo ciallaíonn ‘laethanta’ laethanta a mbíonn an scoil oscailte agus na daltaí i láthair
- Ní dhéanfaidh an Bord Bainistíochta gearáin a phróiseáil ach amháin le linn téarmaí scoile agus ní le linn laethanta saoire scoile nó dúnta
- Ní ghlacfar ach le comhfhreagras chuig an mBord Bainistíochta agus freagrófar é tríd an bpost. Ba chóir aon chomhfhreagras a sheoladh chuig An Cathaoirleach, Gaelscoil Bhrian Bóroimhe, Coill na nÚll, Sord, Baile Átha Cliath.
- Tá sé mar choinníoll chun rollú i nGaelscoil Bhrian Bóroimhe go síníonn tuismitheoirí / caomhnóirí an polasaí seo agus go n-aontaíonn siad é a leanúint ina iomláine

#### **Cur i bhfeidhm**

Cuirfear an polasaí seo i bhfeidhm láithreach agus déanfar athbhreithniú air gach dara bhliain.

#### **Critéir Reatha**

- Gearáin a réiteach go tapa agus go héifeachtach
- Sástacht Tuismitheoirí/Múinteora
- Aiseolas dearfach ón bpobal scoile
- Athbhreithnithe ar pholasaithe na scoile de réir mar a thagann ceisteanna chun cinn

## **Nósanna Imeachta Seachtracha**

Mura bhfuil an cheist réitithe tar éis na céimeanna atá leagtha amach in A - D ar leathanach 1 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 ceistanna 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](http://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 Ombudsman 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](http://www.oco.ie) nó trí ghlaoch ar 1800 20 20 40.

## Communication Policy – Gaelscoil Bhrian Bóirimhe



### Introduction:

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 was developed by the Board of Management and staff of Gaelscoil Bhrian Bóirimhe in consultation with parents and pupils in the 2023-2024 school year. Its 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.

**The Staff and Board of Management of Gaelscoil Bhrian Bóirimhe are committed to:**

- Developing close effective links with parents
- Participating in meetings with parents in a positive and respectful manner, affirming the central and fundamental role of parents as Primary Educators of their children
- Maintaining the values, standards and distinctive, positive character of Gaelscoil Bhrian Bóirimhe
- Supporting and facilitating the Parents Association, 'Cairde na Scoile'
- 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 values, standards and distinctive, positive character
- Become actively involved in the school and with Cairde na Scoile in so far as possible in a manner that suits the individual.

**Behaviour of all adults in the school:**

Positive and respectful communication is of the utmost 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.

- 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.
- 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 Infants and their parents in May/June each year
- Junior Infants information night in November each year
- Parent/teacher meetings one-to-one in November (R1-R6) and February (Infants)
- Class teachers / Special Education Teacher (SET) communicate with parents whose children have additional educational needs in September/ October, January/ February and May/ June. These meetings may be in person or by phone. Other meetings might occur during the year, as deemed necessary.

*Written communication including:*

- Homework diary to inform parents about assigned homework, to confirm that homework has been completed and to relay messages between parents and teachers.
- Emails between class teachers and parents
- 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
- Updates about school on our website (gsbb.ie) and/or 'X' @GSBB\_Sord
- School report for each pupil at the end of each school year (shared via Aladdin)
- Text messages for general reminders (e.g school closures etc.)

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:*

- Where deemed appropriate, parents may be 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
- 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
- Some years we may arrange parent information sessions for each class level. These sessions provide an opportunity to meet teachers and to hear about the curriculum, class rules, approach to homework, expectations for the year and ways in which you can help your child at home.

### **Procedures for parents to initiate communication with the school**

If a parent wishes to consult with a teacher, they can contact the teacher to arrange a suitable time. 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 (1<sup>st</sup>-6<sup>th</sup>) and this time should not be interrupted. Meetings with staff at the class door or in the yard 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 relevant member of staff will contact the parents as soon as is possible.

If parents wish to drop in lunch boxes, sports gear during class time etc, this can be done through the secretary's office.

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.

### **Online and Social Media Communication**

Gaelscoil Bhrian Bórimhe has a website [www.gsbb.ie](http://www.gsbb.ie) and an 'X' account. Parents are encouraged to visit these sites regularly to keep up to date on school matters.

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 Bhrian Bóroimhe will request removal of any online or social media sites that are not approved by the school.

#### **Communication between School/Board/Parents Committee (Cairde)**

There is a teacher representative on the Board of Management who attends meetings. The teacher representative and the Principal ensure that both the Board and the staff of the school are aware of matters pertaining to both groups.

The principal attends Cairde na Scoile meetings as often as possible. Items concerning the school staff are brought back for discussion.

#### **Communication with outside agencies**

Gaelscoil Bhrian Bóroimhe enjoys and benefits from links with state agencies including:

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

Gaelscoil Bhrian Bóroimhe also aims to make links with the community through:

- Links with local schools (Principal meetings, pupil events)
- Links with the community Gardaí
- Links with local events
- A strong working relationship with those in the community centre
- Links to local Sports clubs

#### **Communication through the school office**

The school phone number is 01-8902799 and the email address is [oifig@gobb.ie](mailto:oifig@gobb.ie). The school office is open from 8.40am - 3.30pm each day with the exception of a lunchtime break of one hour between 11 and 12.

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.

#### **Communication by email - 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 2 or 3 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.

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 while teachers will endeavour to respond to urgent emails ASAP, 2 or 3 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 4.30pm on school days as a courtesy to their colleagues.

### **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 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. These are usually in November for Ranganna 1-6 and in February for Infant classes. 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 their child's class teacher directly.

Gaelscoil Bhriain Bóroimhe 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. 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.

## School Reports

Gaelscoil Bhrian Bóroimhe produces formal reports 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](http://www.ncca.ie)). The reports are issued through the Aladdin app, usually in the week/fortnight 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 are written as Gaeilge and in English and will 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 and Welfare at Work

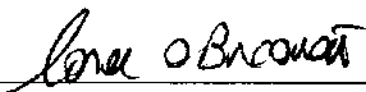
The Safety, Health and Welfare at Work Act became operative on 1 November 1989. It is an important piece of legislation for BoMs and for those who work in schools, as schools and colleges were brought under the scope of safety legislation for the first time.

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.

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

Conor Ó Braonáin, Cathaoirleach:

  
\_\_\_\_\_

Pádraig Ó Conchubhair, Príomhoide:

\_\_\_\_\_

Dáta:

21/4/23  
\_\_\_\_\_

## **APPENDIX 1: Complaints Procedure**

### **Introduction:**

We understand that issues may arise in the school from time to time. We all wish to address such problems to create a happy environment for the children. Please let us know if there is an issue so we can address it as soon as possible.

The information in this document aims to give parents knowledge of how to go about addressing an issue. There are two main parts; internal procedures and external procedures.

These nationally agreed procedures have different approaches for addressing different issues. It is important to understand that the school cannot deviate from these procedures and that issues must be raised at the correct level as laid out in this policy.

The scope of anonymous complaints is very limited.

We hope that the information set out below is of assistance to you.

### **Internal Procedures:**

It is important that an issue is addressed at the right level. For example, a classroom issue should first be raised with the class teacher in the first place.

- A) If you're worried about your child at school or you have a complaint about the school, your child's class teacher is the best person to approach first for an informal discussion. To do this, contact the teacher directly and organise an appointment or phone call for an informal discussion. If you are not happy after that discussion, you can at that point arrange to talk to the principal (who may ask you to speak to another member of staff, depending on the nature of the issue).
- B) If your complaint is about a teacher, please view the procedure below titled, 'Parental Complaints Procedure.'
- C) If your complaint is about a staff member (who is not the principal), you should contact the school principal. Contact the school office to make an appointment with the principal. If you are not happy with the response of the principal you can address the issue in writing with the Board of Management by sending a letter addressed to 'An Cathaoirleach' at the school address only.
- D) Complaints regarding the principal should be directed to the Board of Management by sending a letter addressed to 'An Cathaoirleach' at the school address only. Please note that correspondence will come to you after the next Board of Management meeting and this may be a number of weeks (the board generally meets 6-7 times between September and June).

## **Parental Complaints Procedure**

This Complaints Procedure, agreed by the teachers' union and management bodies, provides a mechanism for dealing with parental complaints against a teacher as set out in Section 28 of the Education Act 1998.

The Board of Management of Gaelscoil Bhrian Bóroimhe follows the 'Governance Manual for Primary Schools' as laid down by the Dept. of Education in all matters of business. Therefore 15(c) (Pg29) Disclosure of Interest/integrity of Board Proceedings deems it necessary for any member of the Board who is personally subject of a matter which is before the board to withdrawn from the deliberations.

## **Relationship to School Ethos**

Gaelscoil Bhrian Bóroimhe promotes positive home - school contacts and endeavours to enhance the self-esteem of everyone within the school community. The policy contributes towards those ideals.

## **Aims/Objectives**

- To foster fruitful and trusting relationships between school and parents
- To afford parents an opportunity to express opinions/grievances through the framework of a defined procedure
- To minimize the opportunity for conflict by providing parents an opportunity to liaise with the class teacher

## **Introduction**

Only those complaints about teachers which are written and signed by parents/guardians of pupils may be investigated formally by the Board of Management, except where those complaints are deemed by the Board to be:

- matters of professional competence and which are to be referred to the Department of Education
- frivolous or vexatious and which do not impinge on the work of a teacher in a school
- complaints in which either party has recourse to law or to another existing procedure

Unwritten complaints not in the above categories may be processed informally as set out in Stage 1 of this procedure.

### **Stage 1**

1.1 A parent/guardian who wishes to make a complaint must contact their child's class teacher outlining their concern, receive confirmation of a mutually agreed time to meet with the class teacher and approach the meeting with a view to resolving the complaint.

1.2 Where the parent/guardian is unable to resolve the complaint with the class teacher they must contact the Principal outlining their concern, receive confirmation of a mutually agreed time and approach the meeting with a view to resolving the complaint.

1.3 If the complaint is still unresolved the parent/guardian should proceed to Stage 2 of these procedures

### *Stage 2*

2.1 If the complaint is still unresolved and the parent/guardian wishes to pursue the matter further she/he should lodge the complaint in writing with the Chairperson of the Board of Management (by sending a letter addressed to 'An Cathaoirleach' at the school address only).

2.2 The Chairperson should bring the precise nature of the written complaint to the notice of the teacher and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

### *Stage 3*

3.1 If the complaint is not resolved informally, the Chairperson should, subject to the general authorisation of the Board and except in those cases where the Chairperson deems the particular authorisation of the Board to be required:

- a. Supply the teacher with a copy of the written complaint; and
- b. Arrange a meeting with the teacher and, where applicable, the Principal teacher with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

### *Stage 4*

4.1 If the complaint is still not resolved the Chairperson should make a formal report to the Board within 10 days of the meeting referred to in 3.1 (b)

4.2 If the Board considers that the complaint is not substantiated the teacher and the complainant should be so informed within 3 days of the Board meeting.

4.3 If the Board considers that the complaint is substantiated or that it warrants further investigation it proceeds as follows:

- a. The teacher should be informed that the investigation is proceeding to the next stage;
- b. The teacher should be supplied with a copy of any written evidence in support of the complaint;
- c. The teacher should be requested to supply a written statement to the Board in response to the complaint;
- d. The teacher should be afforded an opportunity to make a presentation of the case to the Board. The teacher would be entitled to be accompanied and assisted by a friend at any such meeting;
- e. the Board may arrange a meeting with the complainant if it considers such to be required. The complainant would be entitled to be accompanied and assisted by a friend at any such meeting; and

f. The meeting of the Board of Management referred to in (d) and (e) will take place within 10 days of the meeting referred to in 3.1 (b)

### **Stage 5**

5.1 When the Board has completed its investigation, the Chairperson should convey the decision of the Board in writing to the teacher and the complainant within 5 days of the meeting of the Board.

5.2 The decision of the Board shall be final.

Please note;

- In this agreement 'days' means days that the school is open and pupils are in attendance.
- Complaints will only be processed by the Board of Management during school terms and not during school holidays or closures
- Correspondence to the Board of Management will only be accepted and responded to by post. All correspondence should be addressed to: An Cathaoirleach, Gaelscoil Bhrian Bóirimhe, Coill na nÚll, Sord, Baile Átha Cliath.
- It is a condition of enrolment of Gaelscoil Bhrian Bóirimhe that parents / guardians agree to follow this policy in its entirety

### **Implementation**

This policy will be implemented immediately and will be reviewed in September each year.

### **Success Criteria**

- Swift and efficient resolution of grievances
- Parent/Teacher satisfaction
- Positive school community feedback
- Reviews of school policies as issues arise.

## **External Procedures**

If the issue has not been resolved having followed the steps laid out in A - D on page 1, 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](http://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/](http://www.oco.ie/) or by calling them on 1800 20 20 40.

