

Gaelscoil na gCloch Liath



Na Clocha Liatha
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Polasaí Cumarsáide *Communication Policy*

Réamhrá *Introduction*

Is bunscoil chomhoideachas, lán-Ghaeilge, idirchreidmheach í Gaelscoil na gCloch Liath a bhunaigh tuismitheoirí i 2008, faoi phátrúnacht an Fhorais Phátrúnachta, chun freastal ar an éileamh ar bhunoideachas trí Ghaeilge sa cheantar áitiúil.

Gaelscoil na gCloch Liath is a co-educational, all-Irish, interdenominational primary school set up by parents in 2008 under the patronage of the Foras Pátrúnachta, to cater for the demand for all-Irish primary education in the local area.

Cuireadh an polasaí seo le chéile le comhoibriú ó Mhúinteoirí, Coiste na dTuismitheoirí agus Bord Bainistíochta na scoile. Más rud é go bhfuil difríocht idir a bhfuil scríofa as Gaeilge agus as Béarla sa pholasaí seo, glactar leis an leagan Gaeilge mar an leagan cruinn agus an leagan Béarla mar aistriúchán.

This policy is a collaborative document created by the Teachers, Parents' Association Committee and Board of Management. Should there be any discrepancy between the Irish and English in this policy, it is accepted that the Irish is the correct version and the English is provided as a translation.

Sainmheon na Scoile *Ethos*

Tá an teaghlach agus an baile lárnach i bhforbairt shóisialta agus intleachtach an pháiste agus i gcothú luachanna maithe morálta. Déanann an scoil agus an teaghlach gach iarracht tacú dá chéile agus meas a léiriú ar a chéile ionas gur féidir oideachas éifeachtach a thabhairt don pháiste. Tá sé mar aidhm go mbeidh an teaghlach, foireann na scoile agus Bord Bainistíochta na scoile ag comhoibriú ar mhaithe leis an bpáiste agus leis an bhfoghlaím.

The family and home are central to the social and intellectual development of the child and the nurturing of good, moral values. The school and the family strive to be mutually supportive and respectful of each other so that the child's education can be effective. Our aim is that the family, the school staff and the Board of Management co-operate together for the benefit of the child and their learning.

Aidhmeanna *Aims*

- An nasc idir an baile agus an scoil a chothú is a fhorbairt
- Cur ar chumas na dtuismitheoirí comhoibriú leis an scoil chun cumas iomlán a bpáistí a fhorbairt
- Liosta a thabhairt de mhodhanna cumarsáide idir baile agus scoil
- Freagracht a chomhroinnt maidir le héiteas, luachanna agus carachtar na scoile a chothú
- Rannpháirtíocht dearfach agus ómósach i gcruinnithe tuismitheoirí / múinteoirí a spreagadh
- Ról gairmiúil na mball foirne a dhearbhu

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- Rannpháirtíocht ghníomhach a chothú sa scoil nó ar Choiste na dTuismitheoirí
- Rannpháirtíocht i bhforbairt polasaithe agus sa phróiseas cinnteoireachta a chothú.
- *Develop close links between home and school*
- *Enable parents to collaborate with the school in developing the full potential of their children*
- *Outline the various forms of home-school communication*
- *Share the responsibility of maintaining the school's ethos, values and distinctive character*
- *Encourage positive and respectful participation in parent/teacher meetings,*
- *Affirm the professional role of all staff members in the school*
- *Encourage active involvement in the school/parents' association*
- *Encourage participation in policy development and decision-making processes.*

Modhanna Cumarsáide *Forms of Communication*

Baineann an scoil feidhm as an aip “DataBiz Eolas” mar chóras riaracháin agus cumarsáide scoile. Cuirtear nótaí, meabhrúcháin, naisc, ceadanna, billí scoile/íocaíochtaí agus doiciméid chuig tuismitheoirí tríd an aip. Bíonn tuismitheoirí in ann a gcuid cruinnithe tuismitheoirí/múinteoirí a chur in áirithe tríd an aip. Faoi phróifíl a bpáistí tá teacht ag tuismitheoirí ar stair na dteachtaireachtaí, na gceadanna, an tinrimh, is na tuairiscí cinn bliana a bhaineann leis an bpáiste sin.

Cé go ndéantar an-chuid cumarsáid idir an scoil agus an baile trí DataBiz Eolas, bíonn go leor modhanna cumarsáide eile i bhfeidhm freisin. Seo a leanas samplaí de na modhanna sin;

- Cruinniú Cinn Bhliana Choiste na dTuismitheoirí
- Cruinniú do thuismitheoirí Naíonáin Bheaga nua sula dtosaíonn siad ar scoil
- Cruinnithe tuismitheoirí/Múinteoirí .
- Faigheann tuismitheoirí tuairisc cinn bliana ag deireadh gach scoilbhliain do gach duine dá bpáistí. Bíonn leathanach foclóra ar ghréasán na scoile chun cuidiú le tuismitheoirí an tuairisc a thuiscint. Cuirtear an tuairisc abhaile seachtain roimh shaoire an tsamhraidh, le go mbeidh deis ag tuismitheoir bualadh le múinteoir chun an tuairisc a phlé, más gá
- Cruinnithe le tuismitheoirí a bhfuil páistí le riachtanais speisialta acu
- Comhairliúchán tuismitheoirí/múinteoirí le linn na bliana, mar is gá
- Cumarsáid scríofa – litreacha nó nótaí sa dialann obair bhaile/mhála scoile/ríomhphoist/DataBiz/trí r-phost
- Trí Choiste na dTuismitheoirí, tugtar cuireadh do thuismitheoirí plé agus dréachtú a dhéanamh ar pholasaithe scoile agus cuidiú leis an gcóras athbhreithnithe. Cuirfear eolas maidir le polasaithe agus nósanna imeachta nua nó athruithe orthu siúd atá ann cheanna do gach tuismitheoir trí naisc DataBiz chuig nuachtlitir nó gréasán na scoile
- Úsáidtear nuachtlitreacha rialta chun eolas a thabhairt do thuismitheoirí maidir le himeachtaí scoile, laethanta saoire agus nuacht scoile go ginearálta
- Naíonáin Bheaga & Mhóra: is féidir leis na tuismitheoirí labhairt leis an múinteoir ag am dul abhaile más gá dóibh ábhar a phlé leo
- Rang 1 – 6: Úsáidtear an dialann obair bhaile chun teachtaireachtaí a chur idir tuismitheoirí agus múinteoirí. Iarrtar ar thuismitheoirí an dialann a shíniú gach oíche chun a dheimhniú go bhfuil obair bhaile críochnaithe
- Tugtar cuireadh do thuismitheoirí chuig imeachtaí i rith na bliana, m.sh. Seachtain na Gaeilge, ceolchoirmeacha scoile srl.

The school uses an app; “DataBiz Eolas” as our school administration and communication system. Notes, reminders, links, permissions, school bills/payments and documents are sent home to parents through this app. Parents can book their parent-teacher meetings through the app. Under their child’s

profile they have access to a history of messages, permissions, attendance, and end of year reports for that child.

Even though much of our communication between school and home is conducted through DataBiz Eolas, there are many other ways in which communication takes place. Below is a list of some examples of those methods;

- *Coiste na dTuismitheoirí's AGM*
- *Meeting for parents of new Junior Infants prior to starting in the school*
- *Parent/teacher meetings.*
- *Parents receive an end of school year report at the end of each school year for each of their children. There is a vocabulary page available on the school website to assist parents in understanding the report. The report is sent home a week prior to the summer holidays, to allow time for parents to discuss the report with a teacher, where necessary*
- *Meetings with parents whose children have special needs*
- *Parent/Teacher consultation throughout the year, as needed*
- *Written communication – letters or notes in the homework diary/schoolbag/emails/DataBiz/via e-mail*
- *Through the Parents' Association, parents are invited to discuss and contribute to the drafting and review of school policies. Decisions taken to change current policies and procedures or to introduce new ones will be made known to all parents through a link in a DataBiz message to the school newsletter or website*
- *Regular newsletters keep parents up-to-date with school events, holidays and general school news*
- *Naíonáin Bheaga & Mhóra – parents usually meet the teacher at home time and can have a brief chat if needed*
- *1st – 6th class – the homework diary can be used to relay messages which are signed between parents and teachers. Parents are requested to sign the diary each night to certify that homework has been completed*
- *Parents are invited to events throughout the year e.g. Seachtain na Gaeilge, school concerts etc.*

Tá fáilte roimh thuismitheoirí coinne a dhéanamh am ar bith i rith na bliana. Más mian le tuismitheoir dul i dteagmháil le múinteoir, is féidir leis/léi labhairt le rúnaí na scoile chun am oiriúnach a shocrú. Tá sé ríthábhachtach go gcuirfean an scoil ar an eolas láithreach má tharlaíonn imeachtaí/cásanna teaghlaigh a chuirfeadh inní ar pháiste agus a mbeadh tionchar diúltach aige ar oideachas an pháiste.

Parents are also welcome to make an appointment any time throughout the year. If a parent wishes to contact a teacher, he/she can contact the school secretary to arrange a suitable time. It is vital that the school is immediately informed of family events/situations that occur which may cause anxiety to the child and therefore may adversely affect his/her education.

I ngach ábhar a bhaineann le leas agus le hoideachas na bpáistí, is le tuismitheoirí/caomhnóirí dlíthiúla amháin a rachaidh foireann na scoile i dteagmháil.

In all matters pertaining to the wellbeing and education of pupils, only the parents/legal guardians will be consulted by staff.

I gcás tuismitheoirí scartha, moltar dóibh an scoil a chur ar an eolas, agus moltar don bheirt tuismitheoir an aip DataBiz Eolas a íoslódáil ar a bhfóin le go bhfaighfidh siad beirt cumarsáid scoile.

In the case of separated parents, it is recommended that they inform the school, and that both parents download the DataBiz Eolas app on their phones to ensure that both receive school communications.

Cruinnithe Tuismitheoirí/Múinteoirí *Parent/Teacher Meetings*

Beidh cruinnithe foirmeálta tuismitheoirí-múinteoirí ar siúl uair sa bhliain do na ranganna ar fad. Reachtálfar na cruinnithe seo le linn Téarma 1. Reachtálfar cruinnithe do Naíonáin Bheaga agus Naíonáin Mhóra i dTéarma 1 nó 2, ag brath ar riachtanais na bpáistí.

Formal Parent/Teacher meetings will be held once a year for all classes. These meetings are organised during Term 1. Meeting for the Junior and Senior Infants will be arranged either during Term 1 or 2, depending on the needs of the children.

Beidh na cruinnithe ar siúl sna seomraí ranga nó sna seomraí tacaíochta. Beidh tuismitheoirí in ann eolas na múinteoirí ar dul chun cinn na bpáistí a shaibhriú trí bhreis eolais a sholáthar ar fhoghlaim na bpáistí sa bhaile.

Meetings may take place in classrooms or support rooms. Parents can enrich teachers' knowledge of their child's progress by providing further information about his/her learning at home.

Má fhreastalaíonn páiste ar thacaíocht foghlama, eagraítear cruinniú tuismitheoir-múinteoir faoi leith leis an múinteoir oideachais speisialta.

Where a child is attending learning support, a separate parent-teacher meeting with the special education teacher will be organised.

I gcás tuismitheoirí scartha, cé go molar go mbeadh na tuismitheoirí le chéile, is féidir le ceachtar tuismitheoir cruinniú aonarach a cur in áirithe.

In the case of separated parents, while we recommend one meeting with both parents together, either parent may book an individual meeting instead.

Is iad aidhmeanna na gCruinnithe Tuismitheoirí/Múinteoirí ná:

- Deá-chumarsáid idir an scoil agus na tuismitheoirí a bhunú is a chothú
- Eolas a thabhairt do thuismitheoirí faoi dul chun cinn a gcuid páistí
- Cuidiú le múinteoirí/tuismitheoirí aithne níos fearr a chur ar an bpáiste mar dhuine aonair
- Cabhrú le páistí a thuiscint go bhfuil tuismitheoirí agus múinteoirí ag obair le chéile
- Eolas a thabhairt do thuismitheoirí faoi fhadhbanna agus deacrachtaí a d'fhéadfadh bheith ag páiste ar scoil
- Labhairt le tuismitheoirí faoi thaithí scolaíochta an pháiste
- Breis eolais a fháil faoin bpáiste ó dhearcadh tuismitheora
- Tuairimí na dtuismitheoirí a fháil faoin méid a bhfuil á dhéanamh ar scoil
- Réimsí teannais agus easaontais a aithint
- Bealaí a aithint inar féidir le tuismitheoirí cuidiú lena bpáistí
- Comhcinní a dhéanamh faoi oideachas an pháiste
- Eolas a thabhairt do mhúinteoirí faoi conas mar atá ag éirí le páistí taobh amuigh den scoil
- Is féidir le tuismitheoirí cur le tuiscint an mhúinteora maidir le dul chun cinn an pháiste trí eolas a thabhairt dóibh faoi fhoghlaim an pháiste sa bhaile.

The purpose of the Parent/Teacher meeting is:

- *To establish and maintain good communication between the school and parents*
- *To inform parents how their children are progressing in school*
- *To help teachers/parents get to know the children better as individuals*
- *To help children realise that parents and teachers are working together*
- *To inform parents of problems and difficulties the child may have in school*
- *To discuss with the parent the child's experience of schooling*
- *To learn more about the child from the parent's perspective*
- *To learn more about parental opinions on what the school is doing*

- *To identify areas of tension and disagreement*
- *To identify ways in which parents can help their children*
- *To make joint decisions about the child's education*
- *To inform teachers on how children are coping outside school*
- *Parents can enrich teacher's knowledge of their students' progress through providing further information about the students' learning at home.*

Tuairisciú do Thuismitheoirí/Chaomhnóirí *Reporting to Parents/Guardians*

Tá príomhfhreagracht ag tuismitheoirí as foghlaim agus forbairt a gcuid páistí. Is féidir le scoileanna cumas tacaíochta na dtuismitheoirí a neartú trí eolas úsáideach ar dul chun cinn oideachasúil na bpáistí a thabhairt. Úsáideann múinteoirí na foinsí fianaise seo a leanas:

- comhrá leis an bpáiste
- taifead ar dhul chun cinn an pháiste sna spriocanna atá leagtha amach ag an múinteoir sa phleanáil gearrthéarmach agus fadtéarmach
- scrúdú ar fhéin-mheasúnú an pháiste
- taifead ar chumas an pháiste dul i ngleic le tascanna
- torthaí ar mheasúnú, scrúdaithe agus trialacha eile
- samplaí d'obair an pháiste.

Parents have the primary responsibility for their children's learning and development. Schools can strengthen the capacity of parents to support their children by sharing useful information with parents about the progress that children are achieving in the education system. Teachers draw on the following sources of evidence:

- *conversations with the child*
- *teacher's observations on the child's progress in reaching objectives laid down in the teacher's short-term and long-term planning*
- *examination of students' own self-assessment data*
- *teacher's observations of the child's engagement with tasks*
- *outcomes of assessments, tests and other tasks*
- *examples of students' work.*

Tuairisc Cinn Bliana *End of Year Reports*

Seoltar tuairisc cinn bliana abhaile i Mí na Mheithimh chun eolas a thabhairt do thuismitheoirí ar an dul chun cinn a rinne an páiste le linn na bliana. Úsáidtear teimpléad leagtha síos ag an CNCM (An Chomhairle Náisiúnta Curaclaim & Measúnachta) do scoileanna agus tá breis eolais tacaíochta ar fáil ar ghréasán www.ncca.ie. Tá leathanach foclóra ar fáil ar ghréasán na scoile chun cuidiú le tuismitheoirí an tuairisc a thuiscint.

Déanann na múinteoirí tuairisciú faoi na fotheidil seo a leanas:

- Do Pháiste mar Fhoghlaiméoir
- Forbairt Sóisialta agus Pearsanta do pháiste
- Foghlaim do pháiste agus na nithe atá bainte amach acu sa churaclaim trí chéile
- Tusa agus Foghlaim do Pháiste.

End of year reports are sent home each June to inform parent of their child's progress during the year. The school uses the template laid down by the NCCA (National Council for Curriculum and

Assessment). They also have additional useful information for parents on their website www.ncca.ie. There is a vocabulary page on the school website to assist parents in understanding the report.

The teachers report under the following headings:

- *Your child's learning dispositions*
- *Your child's social and personal development*
- *Your child's learning and achievement across the curriculum*
- *You and your child's learning.*

Cruinnithe leis an Múinteoir Oieachais Speisialta *Meetings with the Special Education Teacher*

Eagraítear cruinniú idir tuismitheoirí agus an múinteoir acmhainne chun Plean Oideachais Aonair a phlé i Meán Fómhair / Deireadh Fómhair agus arís i dTéarma 2. Mar sin féin, más mian le tuismitheoir cruinniú a eagrú ag am ar bith le linn na bliana chun dul chun cinn an pháiste a phlé, féadfaidh sé/sí é sin a dhéanamh trí chruinniú a eagrú roimh ré.

A meeting between parents and the resource teacher is arranged for September/October and again in Term 2 in order to discuss the child's Individual Education Plan. However, 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.

Cruinnithe Neamhfhoirmeálta le Tuismitheoirí/Caomhnóirí *Informal Meetings with Parents/Guardians*

1. Spreagann an scoil cumarsáid idir tuismitheoirí agus múinteoirí ach ní féidir cruinnithe le múinteoirí a shocrú le linn am múinteoireachta agus ní mholtar cruinnithe le múinteoirí ag doras an t-seomra ranga chun dul chun cinn nó buairt a phlé ar fáthanna éagsúla:
 - a) Ní féidir leis an múinteoir maoirseacht cuí a dhéanamh ar an rang fad is atá siad ag labhairt le tuismitheoir
 - b) Tá sé an-deacair a bheith discréideach nuair a bhíonn an oiread sin páistí mórthimpeall
 - c) D'fhéadfadh náire a bheith ar pháiste nuair atá a t(h)uismitheoir ag labhairt leis an múinteoir ag doras an seomra ranga.
2. Is áit an-ghnóthach í an scoil agus iarrtar ar thuismitheoirí, más féidir, teagmháil a dhéanamh linn roimhre chun coinne a eagrú leis an múinteoir cuí nó leis an bpríomhoide.
 1. *The school encourages communication between parents and staff. However, meetings with the teacher cannot be arranged for during teaching time and meetings with the teacher at the class door to discuss a child's concern/progress are discouraged on a number of grounds:*
 - a) *Teachers cannot adequately supervise their class while at the same time speaking to a parent*
 - b) *It is difficult to be discreet when so many children are standing close by*
 - c) *It can be embarrassing for a child when his/her parent is talking to staff at a classroom door.*
 2. *Keeping in mind that schools are very busy places, parents are asked, whenever possible, to contact us to arrange an appointment to see the relevant teacher or principal.*

Tarlaíonn ócáidí nuair is gá do thuismitheoir labhairt le ball foirne go práinneach. Uaireanta is gá na cruinnithe seo gan fógra roimh ré. Déanfaidh an Príomhoide iarracht na cruinnithe seo a éascú ag déanamh gach iarrachta a chinntiú nach gcaillfidh na páistí sa rang amach ar am teagaisc/foghlama.

Occasions occur where a parent needs 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 teaching/learning time.

Más mian le tuismitheoirí bosca lóin, téacsleabhar, fearas spóirt, srl a thabhairt dá bpáiste i rith am scoile, is féidir leo é seo a dhéanamh tríd an rúnaí scoile toisc go bhfuil sé tábhachtach go laghdaítear an cur isteach ar an obair ranga.

If parents wish to drop in lunch boxes, a textbook, sports gear etc, this can be done through the secretary's office as it is important to keep class interruptions to a minimum.

Nósanna Imeachta Gearáin *Complaints Procedure*

Is annamh go mbíonn gearáin ach b'fhearr leis an scoil go ndéanfar déileáil leo go neamhfhoirmiúil, go cothrom agus go pras. In Aguisín 1, leagtar síos na nósanna imeachta gearáin chomhaontaithe a leanfar i nGaelscoil na gCloch Liath. Leanfar na céimeanna seo agus sinn ag déileáil le gearán ar bith baill fásta den phobal scoile.

Complaints are infrequent but the school would wish that they be dealt with informally, fairly and promptly. Appendix 1 outlines the agreed complaints procedure to be followed in Gaelscoil na gCloch Liath. These steps are followed when dealing with any form of complaint between adults in the school community.

Rólanna agus Freagrachtaí *Roles and Responsibilities*

Tá an-tábhacht ag baint le cumarsáid dhearfach agus ómósach dár scoil. Ní bhaineann sé leis na páistí amháin ach leis na páirtithe san oideachas uilig m.sh. foireann, tuismitheoirí, baill an bhoird agus pobal níos leithne. Cé go bhfuil iompar na bpáistí an-tábhachtach, tá freagracht ag na daoine fásta i bpobal na scoile a chinntiú gurb ionann a gcuid iompar féin agus an iompar a bhfuilimid ag súil leis ónár bpáistí.

Positive and respectful communication is of great importance to our school. This not only extends to the children but to all of the partners in education e.g. the staff, parents, board members and the wider community. While the behaviour of children in our school is of vital importance, adults in the school community also have a responsibility to ensure their own behaviour models the types of behaviour expected of children.

Tá sé tábhachtach go bhfuil na páirtithe san oideachas uilig freagrach as a n-iompar féin sa scoil.

Mar shampla:

- Táthar ag súil leis go mbeidh na páirtithe ag labhairt le chéile le meas. Ní ghlacfar le béicíl nó le toin ionsaitheach eile. Má thaispeánann páirtithe iompar ionsaitheach, bagarthach, nó imeaglach chuig baill eile de phobal na scoile, féadfar iarraidh orthu iad féin a bhaint ón bhfoirgneamh. I gcásanna áirithe, ní mór dúinn glaoch a chur ar na Gardaí
- Ba chóir do na páirtithe uilig caitheamh leis na páistí scoile le meas agus iad ar an áitreabh
- Ní labhróidh baill foirne faoi chúrsaí scoile an pháiste seachas le tuismitheoir/caomhnóir an pháiste sin. Beidh meas ag foireann na scoile ar chearta an pháiste chun príobháideachta mar sin iarrtar ar thuismitheoirí meas a bheith acu ar chearta chun príobháideachta na bpáistí eile
- Nuair a eagraítear cruinniú, moltar méid réasúnta ama a chomhaontú don chruinniú. Ba chóir go ndéanfar gach iarracht gan dul thar am
- Go ginearálta, bíonn foireann na scoile ar fáil chun éisteacht le ceisteanna tapaidh ar maidin agus tar éis na scoile. Mar sin féin, ní mór do thuismitheoir, a bhfuil comhrá níos faide nó cruinniú

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uathu, coinne a dhéanamh le haghaidh am a oireann don dá pháirtí. Tosaíonn ranganna ag 8:30rn agus críochnaíonn siad ag 14:10 agus níor cheart cur isteach ar an am seo.

It is important that all partners in education are responsible for their own behaviour in the school.

For example:

- *All stakeholders are expected to speak to each other with respect. Shouting or other aggressive tones are not acceptable. If a stakeholder displays aggression, threatening, or intimidating behaviour to another member of the school community, they may be asked to remove themselves from the building. In certain cases, the Gardaí must be called*
- *All stakeholders will treat all children attending our school with the utmost respect while on the premises*
- *Staff will only discuss school matters relating to the parent/guardian's own child. The school staff will respect the child's right to privacy so it is asked that parents respect other children's rights to privacy*
- *When meetings are arranged, it is recommended to agree a reasonable duration for the meeting. Every effort should be made not to exceed the agreed duration*
- *Staff are generally available to listen to a quick issue or question in the morning and after school. However, should a parent need to have a discussion or meeting, an appointment should be made for convenient time for both parties. Classes begin at 8.30 am and finish at 2.10pm and this time should not be interrupted.*

Sábháilteacht, Sláinte agus Leas ag an Obair *Safety, Health and Welfare at Work*

Is reachtaíocht tábhachtach é an tAcht um Shábháilteacht, Sláinte agus Leas ag an Obair (2005) do Bhoird Bainistíochta agus dóibh siúd a bhíonn ag obair i scoileanna. Aithnítear go bhféadfadh foireann na scoile a bheith i mbaol foréigin i bhfoirm bagairtí ó bhéal, ionsaithe nó foirmeacha imeaglaithe eile. D'fhéadfadh an iompar seo teacht ó dhaltaí, ó thuismitheoirí/caomhnóirí, ó bhaill foirne eile nó ó ionróirí. Dá bharr, ba chóir go mbeadh gach ball foirne eolach faoi Chiorclán 40/97 ón Roinn Oideachais agus Eolaíochta, an Polasaí Sláinte & Sábháilteachta agus an Polasaí Dínite san Ionad Oibre a leagann amach na nósanna imeachta atá le leanúint má bhraitheann siad go bhfuil siad faoi réir aon cheann de na hionpraíochtaí thuas.

*The Safety, Health and Welfare at Work Act (2005) is an important piece of legislation for Boards of Managements and for those who work in schools. 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** and **Health & Safety Policy and Dignity at Work Policy** which deal with the procedures to follow if they feel they have been subjected to any of the above behaviours.*

Critéir Ráthúlachta *Success Criteria*

- Taifead ar líon na ndeacrachtaí, cad ba chúis leo agus conas a réitíodh iad
- Aiseolas a fháil ó phobal na scoile/chuairteoirí chuig na scoile go bhfuil atmaisféar dearfach, fáilteach le sonrú sa scoil
- Aiseolas á fháil ón bhfoireann, tuismitheoirí, daltaí srl. faoi conas mar atá an polasaí ag obair
- Deá-chaidreamh agus dea-chumarsáid idir tuismitheoirí agus foireann scoile.
- *Record of number and nature of complaints and how they were resolved*
- *Feedback from the school community/visitors to the school that a positive, welcoming atmosphere can be felt in the school*

Gaelscoil na gCloch Liath: Polasáí Cumarsáide

- *Feedback from school staff, parents, pupils, etc on how the policy is working*
- *Good relationship and good communication between parents and school staff.*

Athbhreithniú Review

Déanfar athbhreithniú ar an bpolasáí le linn 2026. *This policy will be reviewed in 2026.*

Daingniú Ratification

Daingnithe ar an 25 Mí Feabhra 2024. *Ratified on 7 February 2024.*

Sínithe: _____ Dáta _____

Cathaoirleach

Aguisín 1

An Nós Imeachta Athbhreithnithe maidir le Gearáin ó Thuismitheoirí (2024)

Cuspóir/Spríoc

Tá an Nós Imeachta maidir le Gearáin ó Thuismitheoirí deartha le próiseas oscailte a leagan amach go soiléir d'fhonn cumasú do thuismitheoirí/ chaomhnóirí dlíthiúla nithe is údar inní 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 inní 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-dhírthe 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 sa phróiseas.

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 inní 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’, is éard atá i gceist leis sin go sonrach ná litir nó ríomhphost ó thuismitheoir/chaomhnóir dlíthiúil nó ó thuismitheoirí/caomhnóirí dlíthiúla.
- Ní dhéanfar imscrúdú ar ghearáin faoi mhúinteoir ach ar chuntar go bhfuil sé i scríbhinn agus sínithe ag tuismitheoir/ caomhnóir dlíthiúil, agus go mbaineann sé lena leanbh féin.
- I gcás go measann an fostóir/bord bainistíochta go mbaineann gearán arna ardú ag tuismitheoir/caomhnóir dlíthiúil leis na nithe seo a leanas, ní bheidh feidhm ag an nós imeachta seo;
 - ábhair a bhaineann le hinniúlacht ghairmiúil a chuirtear faoi bhráid na Roinne Oideachais;
 - gearáin shuaibhreasacha nó chráiteacha agus gearáin a bhaineann le hábhair nach gcuireann isteach ar obair an mhúinteora sa scoil; nó
 - gearáin ar ina leith ar féidir le ceachtar páirtí dul chun dlí nó dul le nós imeachta eile atá ann cheana féin.
- 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 ionann é agus gníomhú lasmuigh de raon feidhme an chomhaontaithe seo.

Gaelscoil na gCloch Liath: Polasáí Cumarsáide

- **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 ag feidhmiú. Ní áirítear tréimhsí saoire, tréimhsí dúnta scoile ná tréimhsí neamhláithreachta mar laethanta scoile chun críche an nós imeachta seo.
- Ní dhéantar foráil do ghrúpghearáin/chomhghearáin agus déanfar plé ar leithligh le gach tuismitheoir/caomhnóir dlíthiúil a ardaíonn ní is údar inní tríd an bpróiseas seo.
- Is fóram inmheánach é an nós imeachta agus, dá réir sin, níl sé i gceist ag an lucht bainistíochta ná ag Cumann Múinteoirí Éireann go mbeadh ionadaíocht dhlíthiúil ann ag am ar bith.
- Ba cheart nithe is údar inní a ardú go tráthúil. Is chun leas an linbh é go n-ardófaí nithe is údar inní gan mhoill d'fhonn teacht ar réiteach leis an múinteoir a luaithe is féidir, agus an dalta fós i rang an mhúinteora sin más féidir ar chor ar bith é.

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 Príomhoide¹

I gcás nach n-éiríonn 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 thionól de réir mar is cuí.

Gearán tugtha chun réitigh

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

Céim Fhoirmiúil 2

I scríbhinn (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.

¹ I gcás go bhfaightear gearán faoi phríomhoide, tosaítear ar an bpróiseas thuas ag Céim 1.2.

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 suaibhreasach 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:

- 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.
- 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 chomh maith.
- 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 tríú 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.

Appendix 1

Revised Parental Complaints Procedure (2024)

Purpose/Objective

The parental complaints procedure 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 refers specifically to a letter or email correspondence from a parent/legal guardian(s).*
- *Only complaints about a teacher which are written and signed by a parent/legal guardian, and which 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 relate to the following, this procedure will not apply;*
 - *matters of professional competence and which are to be referred to the Department of Education;*
 - *frivolous or vexatious complaints and complaints which do not impinge on the work of a teacher in a school; or*
 - *complaints in which either party has recourse to law or to another existing procedure.*
- *In all circumstances, any form of written correspondence for the attention of the Board of Management must be supplied to the Chairperson of the board of management only. Any deviation from this could be deemed prejudicial and as acting outside the scope of this agreement.*
- ***Days in this procedure refer specifically to school days.** A school day is a day on which the school is in operation. Holiday periods, school closures and leaves of absences are not counted as school days for the purpose of this procedure.*
- *Group/collective complaints are not provided for and each parent/legal guardian raising a concern will be dealt with separately through this process.*
- *The procedure is a domestic forum and accordingly, neither management nor the INTO intends that there would be legal representation at any stage.*
- *Issues should be raised in a timely manner. It is in the best interests of the child that issues are raised to achieve early resolution at the earliest possible stage with the teacher, ideally while the pupil is in that teacher's class.*

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 Principal²

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 lá)

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.

2.2 Chairperson provides a copy to the teacher

² Where a complaint is received about a principal, the above process commences at Stage 1.2.

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 convenes 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 as deemed appropriate by the Chairperson.

Complaint resolved

The complaint may be resolved at this stage.

Formal Stage 3

Board of Management (20 lá)

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 decide to proceed to either stage 3.2 or 3.3.

3.2 Complaint concluded

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

- a) the complaint is frivolous/vexatious;
- b) the complaint has already been investigated by the board;
- c) the complaint is more appropriately dealt with through a more relevant DE circular, or;
- d) where recourse to law has been initiated.

Where the Board determines the complaint is concluded at this stage, the parent/legal guardian should be so informed within five days of the Board meeting.

3.3 Proceed to a hearing

Where the Board decides to proceed to a hearing, it should proceed as follows:

- a) the teacher should be informed that the complaint is proceeding to a full hearing and the Chairperson must ensure the teacher has been supplied with all documents which are being considered by the Board.

- b) the Board should arrange a meeting with the parent/legal guardian if it considers such to be required. The parent/ legal guardian is entitled to be accompanied and assisted by a friend at any such meeting.
- c) the teacher should be afforded an opportunity to make a presentation of their case to the Board. The teacher is entitled to be represented by a friend or a union representative, who may be accompanied for the purpose of assistance and note taking.
- d) the teacher should be requested to supply a written statement to the board as the employer in response to the complaint. This written statement will be confidential to the employer and will not be shared with any third party.
- e) the meeting of the Board of Management referred to in 3(b), (c) and (d) will take place within 10 days of the meeting referred to in 3.1. in so far as possible.

Formal Stage 4

Decision (5 lá)

4.1 Written decision from Chairperson

The Board will consider the complaint and the response provided and will adjudicate on the matter. The Chairperson should convey the decision of the Board in writing to the teacher and the parent/legal guardian(s) within five days of the meeting held at stage 3.3.

4.2 Complaint concluded

The decision of the Board shall be final.

