



Polasaí Cumarsáide
School Communication Policy

Scoil na bhForbacha
17668G

1. Réamhrá

Leagtar amach sa Pholasáí Cumarsáide seo na bealaí ina gcothaíonn ár scoil cumarsáid dhearfach, measúil agus éifeachtach le gach páirtí leasmhar—daltaí, tuismitheoirí/caomhnóirí, foireann, an Bord Bainistíochta, agus pobal níos leithne na scoile. Is é an aidhm atá againn ná cultúr meas frithpháirteach, muiníne agus oscailteachta a chothú a thacaíonn le turas oideachais gach linbh.

2. Aidhmeanna

- Cumarsáid oscailte, thráthúil agus measúil a chur chun cinn idir an scoil agus an baile.
- Chun a chinntiú go bhfuil tuismitheoirí/caomhnóirí ar an eolas go hiomlán faoi dhul chun cinn a linbh agus faoi chúrsaí scoile.
- Nósanna imeachta a leagan amach maidir le cumarsáid neamhfhoirmiúil agus foirmiúil araon.
- Ionchais shoiléire a bhunú maidir le cumarsáid le linn uaireanta scoile agus lasmuigh díobh.

3. Modhanna Cumarsáide

- **Cruinnithe Tuistí/Múinteoirí:** Reáchtáiltear iad go foirmiúil uair sa bhliain, de ghnáth i mí Dheireadh Fómhair/Samhain. Féadfar cruinnithe breise a shocrú de réir coinne.
- **Tuarascálacha Scríofa:** Tuarascálacha bliantúla deireadh bliana ag baint úsáide as teimpléid NCCA; d'fhéadfadh scóir tástála caighdeánaithe agus claontaí foghlama a bheith san áireamh.
- **Nuachtlitreacha:** Nuashonruithe rialta a roinntear trí Aladdin.
- **Ardáin Dhigiteacha:** Úsáideann an scoil Aladdin chun faisnéis thábhachtach, teachtaireachtaí, imeachtaí féilire agus ceadanna a chur in iúl.
- **Dialann Obair Bhaile:** Úsáidtear iad le haghaidh nótaí idir an baile agus an scoil, go háirithe i ranganna 2–6.
- **Suíomh Gréasáin na Scoile:** Nuashonraithe go rialta
- **Foláirimh Téacs:** Le haghaidh eolais phráinneach nó nóiméad deireanach.
- **Teagmháil Oifige:** Rúnaí ar fáil chun teachtaireachtaí a thabhairt & a thógáil

4. Teagmháil a dhéanamh leis an Scoil

Ba chóir do thuismitheoirí/caomhnóirí teagmháil a dhéanamh leis an múinteoir ranga mar an chéad phointe cumarsáide. Ba chóir cruinnithe a shocrú roimh ré trí oifig na scoile nó ar Aladdin. I gcás cúrsaí práinneacha i rith an lae, is féidir le hoifig na scoile teachtaireachtaí a chur ar aghaidh.

Tá ríomhphoist na foirne ar fáil le haghaidh fiosrúcháin neamhphráinneacha agus tabharfar freagra orthu laistigh de 3–5 lá scoile. Níor cheart ríomhphoist a sheoladh ná níor cheart a bheith ag súil go bhfreagrófar iad lasmuigh d'uaireanta scoile, deireadh seachtaine ná laethanta saoire.

Uaireanta Cumarsáide Múinteoirí

- **Laethanta na seachtaine:** Freagraí i rith an lae scoile (8:40am–3:00pm)
- **Tráthnóna/Deireadh Seachtaine:** Gan freagraí mura bhfuil sé socraithe roimh ré
- **Ceist phráinneach?** Cuir gaoch ar oifig na scoile — ná seol ríomhphost ná ná húsáid WhatsApp.

5. Cumarsáid Neamhfhoirmiúil

- Is féidir le tuismitheoirí labhairt leis an bhfoireann ag amanna bailiúcháin i gcás cúrsaí beaga. Níl an mhaidin oiriúnach mura bhfuil socrú déanta.
- Ba chóir comhráite fada nó íogaire a shocrú i suíomh príobháideach de réir coinne.

6. Prótacail Chumarsáide

- Ba chóir go mbeadh gach cumarsáid measúil, cúirtéiseach agus cuiditheach.
- Ní ghlacfar le teanga ionsaitheach, achrannach nó maslach—ó bhéal nó i scríbhinn.
- Níor cheart na meáin shóisialta a úsáid chun gearáin a nochtadh. Ba cheart Nós Imeachta Gearán na scoile a leanúint ina ionad sin.

7. Cathain is Ceart Teagmháil a Dhéanamh le Múinteoir do Linbh

- Chun nuashonruithe a roinnt maidir le cásanna teaghlaigh nó riachtanais leighis.
- Chun plé a dhéanamh ar imní faoi chúrsaí acadúla, mothúcháinacha nó iompraíochta.
- Chun Plean Oideachais Aonair (POA) nó cruinniú athbhreithnithe dul chun cinn a shocrú, más ábhartha.
- **Tabhair faoi deara:** Ba chóir gach ríomhphost a sheoltar chuig múinteoirí nó foireann na scoile a bheith measúil, gearr, agus seolta le linn gnáthuaireanta oibre. Is féidir ríomhphost a sceidili gan mórán stró. Seolfar freagraí laistigh de **3–5 lá scoile** de ghnáth.

8. Míreanna Dearmadta nó Cailte Isteach

Ba chóir lóna, trealamh, nó earraí eile a fhágáil ag oifig na scoile. Chun neamhspleáchas a chur chun cinn, moltar do theaghlaigh gan earraí dearmadta a thabhairt isteach mura bhfuil siad riachtanach.

9. Tacaíocht do Rannpháirtíocht Tuismitheoirí

- Tugtar cuireadh do thuismitheoirí/caomhnóirí chuig imeachtaí scoile ar nós ceolchoirmeacha, taispeántais, drámaí agus céilí mór.
- Féadfar cuireadh a thabhairt do thuismitheoirí deonacha cabhrú le gníomhaíochtaí scoile.

- Lorgaítear ionchur ar bheartais ábhartha scoile trí shuirbhéanna nó grúpaí comhairliúcháin.

10. Cumarsáid le Gníomhaireachtaí Seachtracha

Déanann an scoil cumarsáid le NEPS, HSE, Tusla, agus seirbhísí tacaíochta eile de réir mar is gá, agus leas agus rúndacht na ndaltaí agus a dteaghlach á dtabhairt chun tosaigh i gcónaí.

11. Iompar Measúil do Gach Duine Fásta

Táthar ag súil go mbeidh gach duine fásta a théann isteach ar láthair na scoile ina sampla d'iompar socair, measúil agus tacúil. Forchoimeádann an scoil an ceart deireadh a chur le haon idirghníomhaíocht ina léirítear ionsaitheacht nó iompar míchuí.

Seachain le do thoil:

- Ag druidim le múinteoirí ag doras an tseomra ranga le haghaidh plé íogair
- Ag baint úsáide as na meáin shóisialta nó WhatsApp chun imní a ardú
- Ag súil le freagraí ar ríomhphost tar éis uaireanta oibre
- Ag baint úsáide as sonraí teagmhála pearsanta bhaill foirne

Bain úsáid as na bealaí oifigiúla i gcónaí agus lean an Nós Imeachta Gearán más gá.

12. Conas Imní a Thabhairt chun Cinn

Céim 1: Labhair le múinteoir ranga

do linbh go díreach (tríd an aip, ríomhphost, nó iarr cruinniú)

Céim 2:

Mura bhfuil réiteach faighte, déan teagmháil leis an Leas-**Phríomhoide** nó **leis an bPríomhoide** tríd an oifig scoile.

Céim 3:

Mura bhfuil an fhadhb réitithe fós, lean **Nós Imeachta Gearán na Scoile** (ar fáil ar ár suíomh Gréasáin)

Céim 4:

Féadfar an t-ábhar a tharchur chuig **Cathaoirleach an Bhoird Bainistíochta**

Cur i bhFeidhm agus Athbhreithniú

Cuireann ceannaireacht na scoile an polasaí seo i bhfeidhm agus déantar athbhreithniú air gach trí bliana nó níos luaithe más gá. Daingníonn an Bord Bainistíochta é agus tá sé ar fáil ar shuíomh gréasáin na scoile.

Communication Policy

1. Introduction

This Communication Policy outlines the ways in which our school fosters positive, respectful and effective communication with all stakeholders—pupils, parents/guardians, staff, the Board of Management, and the wider school community. Our aim is to build a culture of mutual respect, trust, and openness that supports each child’s educational journey.

2. Aims

- To promote open, timely and respectful communication between school and home.
- To ensure parents/guardians are fully informed of their child’s progress and school matters.
- To outline procedures for both informal and formal communication.
- To establish clear expectations regarding communication during and outside school hours.

3. Forms of Communication

- **Parent/Teacher Meetings:** Held formally once a year, typically in October/November. Additional meetings may be arranged by appointment.
- **Written Reports:** Annual end-of-year reports using NCCA templates; may include standardised test scores and learning dispositions.
- **Newsletters:** Weekly updates shared via Aladdin.
- **Digital Platforms:** The school uses Aladdin to communicate key information, messages, calendar events and permissions.
- **Homework Journals:** Used for notes between home and school, particularly in 2nd –6th.
- **School Website:** Updated regularly
- **Text Alerts:** For urgent or last-minute information.
- **Office:** The secretary is available to forward/receive messages.

4. Contacting the School

Parents/guardians should contact the class teacher as the first point of communication. Meetings should be arranged in advance through the school office or digital platform. For urgent matters during the day, the school office can relay messages.

Staff emails are available for non-urgent queries and will be responded to within 3–5 school days. Emails should not be sent or expected to be answered outside of school hours, weekends or holidays.

Teacher Communication Hours

- **Weekdays:** Replies during the school day (8:40am–3:00pm)
- **Evenings/Weekends:** No replies unless pre-arranged
- **Urgent issue?** Phone the school office — do not email or use WhatsApp.

5. Informal Communication

- Parents may speak briefly with staff at collection times for minor matters only. Mornings are not suitable unless previously arranged.
- Extended or sensitive conversations should be arranged in a private setting by appointment.

6. Communication Protocols

- All communication should be respectful, courteous and constructive.
- Aggressive, confrontational or disrespectful language—verbally or in writing—will not be tolerated.
- Social media should not be used to air grievances. The school’s Complaints Procedure should be followed instead.

7. When to Contact Your Child’s Teacher

- To share updates on family situations or medical needs.
- To discuss concerns about academic, emotional, or behavioural matters.
- To arrange an Individual Education Plan (IEP) or progress review meeting, if relevant.
- **Please note:** All emails sent to teachers or school staff should be respectful, brief, and sent during normal working hours. An email can be scheduled to ensure delivery at appropriate hours. Replies will usually be sent within **3–5 school days**.

8. Items Forgotten or Dropped In

Lunches, gear, or other items should be dropped at the school office. To promote independence, families are discouraged from delivering forgotten items unless essential.

9. Support for Parental Engagement

- Parents/guardians are invited to school events such as concerts, exhibitions, and Sports Day.
- Parent volunteers may be invited to assist with school activities.
- Input is sought on relevant school policies via surveys or consultation groups.

10. Communication with External Agencies

The school communicates with NEPS, HSE, Tusla, and other support services as needed, always prioritising the welfare and confidentiality of pupils and families.

11. Respectful Behaviour for All Adults

All adults entering the school premises are expected to model calm, respectful and supportive behaviour. The school reserves the right to end any interaction where aggression or inappropriate conduct is displayed.

Please avoid:

- Approaching teachers at the classroom door for sensitive discussions
- Using social media or WhatsApp to raise concerns
- Expecting replies to emails after hours
- Using staff members' personal contact details

Always use official channels and follow the Complaints Procedure if needed.

12. How to Raise a Concern

Step 1:

Speak to your child's **class teacher** directly (via app, email, or request a meeting)

Step 2:

If unresolved, contact the **Deputy Principal** or **Principal** through the school office

Step 3:

If still not resolved, follow the **School Complaints Procedure** (available on our website)

Step 4:

The matter may be referred to the **Chairperson of the Board of Management**

Implementation and Review

This policy is implemented by school leadership and reviewed every three years or earlier if required. It is ratified by the Board of Management and available on the school website.



Murt Ó Cualáin, Cathaoirleach



Áine Ní Thuathail, Príomhoide

Dáta: 07/05/2026