Kilgarvan Central School

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Communication Policy

1. Introductory Statement

This Communication Policy has been developed in consultation with staff, parents/guardians, and the Board of Management of Kilgarvan Central School. It aims to ensure effective, respectful, and consistent communication within the school community. Good communication supports positive relationships and enhances pupil learning and wellbeing.

2. Aims

The aims of this policy are to:

- *Foster strong home–school partnerships.*
- *Ensure timely, clear, respectful, and consistent communication.*
- *Provide channels for parent/guardian input and feedback.*
- *Support transparency in school operations, policies, and events.*

3. Scope

This policy applies to all members of the school community: pupils, teachers, staff, parents/guardians, the Board of Management, and the Parents' Association.

4. Communication Channels

The school uses a variety of communication methods:

Channel	*Examples*
Written	*Letters home, newsletters, emails, text messages, school website/ Aladdin app, notes in homework journals.*
Verbal / In-person	*Parent–teacher meetings, scheduled appointments with staff, scheduled phone calls.*
Digital / Remote	*School app (e.g. Aladdin), online meetings when necessary.* *Socia media – school Facebook page*

5. Frequency & Timing

- *Parent–Teacher meetings are held once a year (typically in November).*
- *Formal school reports are issued at the end of each school year.*
- *Newsletters/updates are issued at Hallowe'en, Christmas, Easter and Summer or as required.*
- *Social Media – School Facebook Page updated regularly*
- *Notices of school events/changes are given with sufficient notice.*

6. Roles & Responsibilities

Principal: Oversees communication policy, ensures information is shared appropriately.

Teachers: Provide regular communication on pupils' progress, available for meetings, either in person, or by phone call, all by appointment.

School Secretary: Manages letters, texts, emails, and maintains records.

Parents/Guardians: Engage with communications, attend meetings, raise concerns through proper channels.

7. Raising Concerns / Complaints

Parents/guardians are encouraged to raise concerns as follows:

- *Step 1: Meet directly with the class teacher.*
- *Step 2: Meet with Principal*
- *Step 3: Meet with Chairperson of the Board of Management*

The Board of Management of Kilgarvan Central School has formally adopted the Parent Complaints Procedures 2023, which outlines in detail the procedure for parents to follow. A copy of this procedure is available upon request.

8. Good Practice Guidelines

- *All communications should be courteous, respectful, and professional.*
- *Confidential issues should be dealt with privately.*
- *Parents should avoid interrupting teachers during class time.*
- *Staff will not use personal phone numbers or social media for school communications.*

9. Monitoring, Review & Ratification

This policy was ratified at a Board of Management meeting on 24th of November 2025 and will be reviewed every 2–3 years, or sooner if required. Any amendments will be ratified by the Board of Management and communicated to all stakeholders.

Signed: Jeremiah Mc Carthy

Jeremiah Mc Carthy, Chairperson, Board of Management

Signed: Caroline Lehane

Caroline Lehane, Principal