



St. Brigid's Girls' National School

Palmerstown, Dublin 20.

Telephone: 01 6265431

Email: stbrigidsgns@gmail.com

Communication Policy

1. (a) The Board of Management recognises that the child is at the heart of every decision that is made in our school. This policy details the communication methods used by the School to all parents and vice versa. Family structures vary and St. Brigid's GNS recognises the importance of both parent's/guardian's involvement in the child's life. St. Brigid's GNS promotes the involvement of both parents/guardians.
1. (b) Separated Parents/Guardians - St. Brigid's GNS recognises that relationships can often be fraught and emotional and as a staff we do the best that we can to ensure equality of access for all parents/guardians.

What can the school do?

2. (a) St. Brigid's GNS use the Aladdin system to communicate whole school information to parents/guardians. Parents/guardians are advised to ensure that they have the Aladdin App and their notifications enabled. If a parent/guardian experiences any difficulty accessing Aladdin, they are asked to contact the school office at 01 6265431 or stbrigidsgns@gmail.com
- 2.(b) Class teachers may use Google Classroom to communicate class specific information regarding homework etc. If a parent/guardian experiences any difficulty accessing Google Classroom, they are asked to contact the school office at 01 6265431 or stbrigidsgns@gmail.com
2. (c) Parent Teacher meetings can be offered separately. Should parents/guardians require this option, contact must be made with the relevant class teacher through the school office, in order to appropriately schedule both meetings.
2. (d) Appointments should be made through the office should parents/guardians need to meet with their child's class teacher during the year.

2. (e) Should a matter arise with a child during the school year, parents/guardians can request a phone call from the class/SET teacher to discuss their concern. Phone calls will be returned outside of teaching time. While every effort will be made to return a call as soon as possible, due to the busy nature of schools, return calls should not be expected sooner than 48 hours.
2. (f) Should a matter arise with a child during the school year, parents/guardians can request a meeting with the class/SET teacher to discuss their concern. Appointments should be made through the secretary's office. While every effort will be made to facilitate a meeting as soon as possible, due to the busy nature of schools, requested meetings should not be expected sooner than one week.
- 2.(g) Parents/Guardians may request the professional input of teaching staff to complete various assessment forms throughout the school year. Parents/Guardians are required to complete and submit Appendix 1 of this policy to enable their request be processed. Due to the busy nature of schools, Parents/Guardians should be aware, that assessment forms for outside agencies will not be completed sooner than one week(per form). However, at busier times of the school year, or if numerous assessment forms are requested at the same time, the time taken to complete the forms could be significantly longer. The completion of the school sections of Assessment of Need forms will follow the timeframe as set out by the Government. Parents/Guardians submitting assessment forms in the last days of any school term, should be aware that forms will not be completed during school closures.
2. (h) Threatening, aggressive or intimidating language or behaviour towards any member of school staff will not be tolerated during phone calls or face to face meetings/interactions and will result in the phone call or meeting/interaction being concluded with immediate effect.
2. (i) The school works to build the child's self-esteem as part of the SPHE/Wellbeing programme.
2. (j) Sensitive information is transferred to the child's teacher/support teachers/SNAs on a need to know basis.

- 2. (k) If in any doubt about the appropriate transferring of sensitive information, a teacher should seek advice from the Principal.
- 2. (l) The school is open and non-judgemental and will not take sides.
- 2. (m) St. Brigid's GNS primarily issues whole school communications with parents/guardians through the Aladdin system. On the rare occasion where a school note is issued via schoolbags or notes home in school journal etc., communication will be with the parent/guardian with whom the child principally resides. Only one paper copy of the above-mentioned written communications will be issued to each child.

What can the school not do?

- 3. (a) The name on a child's birth cert is what the school place on the school register. The school cannot facilitate the name change if either parent asks us to do so unless there is a change by deed poll and a revised birth certificate is provided to the school.
- 3. (b) The school cannot become involved in access issues between parents. The school can only adhere to court orders and these papers must be furnished to the school. The school does not take advice from solicitors who are guiding parents.
- 3. (c) The school cannot be asked to withhold a child from either parent e.g. at collection time, in the absence of a custody arrangement or Court Order.
- 3. (d) While the school is supportive to the child if it is aware of issues, the school or teachers will not become involved in personal issues between parents/guardians. If a parent/guardian has a genuine concern and reports this to a staff member, this concern can be reported to Tusla either as a mandated Child Protection referral or to seek Tusla family support, this will be determined by the nature of the concern reported.
- 3. (e) Both parents/guardians are welcome to attend all events in the school, but the teacher will not allocate parents to different events. This is between both parents/guardians to discuss outside of the school.
- 3. (f) The school cannot partake in either verbal or written communication regarding a child, with anyone other than the child's legal guardians and outside agencies entitled to receive such information in pursuance of their statutory functions. (see 5(d) for exceptions)

- 3.(g) School staff cannot complete any form, assessment document etc requested by a parent/guardian without a completed Appendix 1 and the required forms having been provided to the school office by the Parent/Guardian
- 3.(h) While the school facilitates Parent/Teacher meetings in November. The Parent/Teacher meetings are face to face meetings and the school cannot facilitate a parent/guardian attending the Parent/Teacher meeting by zoom, skype etc or by phone instead of in person.
- 3.(i) The school cannot permit a person that is not a parent/guardian of a child to attend a Parent/Teacher meeting either in place of the child's parent/guardian or accompanying the child's parent/guardian.
- 3.(j) The school cannot meet any request made by a parent/guardian for any staff member to provide all communications in writing. Should a matter arise regarding a child, the relevant staff member will contact the parents/guardians by phone to discuss the matter, face to face meetings can be facilitated on request. St. Brigid's GNS do not deem it beneficial to communicate in back and forth emails as it does not provide opportunity for discussion, provision of clarity or possible resolution for the matters raised

What can Parents/Guardians of the child do?

- 4.(a) Inform the school of any changes in the family structures in order to support the child.
- 4.(b) Try not to speak negatively regarding the other parent/guardian.
- 4.(c) Keep in touch with events in school by sharing school information with each other.
- 4.(d) Recognise that the school must treat each parent equally irrespective of personal issues that are occurring outside of the school.(If court order/s are in place please refer to points 3.(b) & 3.(c)).
- 4.(e) Remember that the school is here to support all girls attending St. Brigid's GNS. Should Parents/Guardians feel that their daughter is having any difficulty, an appointment should be made to meet with the class teacher. This should enable both parents/guardians and school to work together to best support the child. All appointments should be made through the school office.

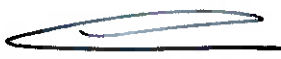
- 4.(f) Where possible try and work together in supporting your child's education, regardless of your own relationship.
- 4.(g) It is important that the Principal and the child's teacher are kept up to date with custody arrangements.

5. What can all Parents/Guardians in our school do?

- 5. (a) Have sensitivity around the different family structures that exist.
- 5. (b) Do not discuss adult issues /issues regarding other families in the school around your own child.
- 5. (c) Recognise that not all family structures are the same as your own and respect this.
- 5.(d) Any parent/guardian that makes a request of the school to complete any assessment documents/forms etc will be required to complete an Appendix 1. The required assessment documents along with the completed Appendix 1 should be given into the secretary's office for the attention of the school Principal.

This policy was ratified by the Board of Management on the 1st October 2026

Signed: 
(Chairperson of Board of Management)

Signed: 
Principal



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Communications Policy – Appendix 1

I _____ (insert name) parent/guardian of _____ (insert child's name), request that appropriate staff members of St. Brigid's GNS complete the assessment forms/documents as detailed below.

Name of form to be completed: 1.) _____

Name of form to be completed: 2.) _____

Name of form to be completed: 3.) _____

Please fill in the name of the professional requesting the completion of the documents listed above, the full name of the organisation they work for and their postal address.

Requesting Professional Name: _____

Professional Organisation Name: _____

Postal address for the Professional: _____

Parents/Guardians are advised that all completed forms will be returned directly to the requesting professional by post. A copy of the forms will be made available to parents/guardians should they require a copy.

Signed: _____

Date: _____

Parent/Guardians Signature