

**DROM NATIONAL SCHOOL**

**SCHOOL POLICY PLANNING**



# **PARTNERSHIP WITH PARENTS / GUARDIANS POLICY**

**DROM NATIONAL SCHOOL PARTNERSHIP WITH PARENTS / GUARDIANS POLICY****1. INTRODUCTION**

Drom National School recognises parents and guardians as the primary educators of their children. We are committed to working in partnership with parents/guardians, and this policy sets out clear expectations and structures for communication, collaboration and involvement in school life.

This document merges our Partnerships with Parents/Guardians Policy and our School Communication Policy into a single cohesive policy to ensure consistency and clarity for our whole school community.

**2. AIMS**

This policy aims to:

- Foster mutual respect and trust between home and school.
- Ensure clear, timely and respectful communication.
- Support parents in their role as primary educators.
- Provide opportunities for parental involvement and consultation.
- Establish agreed procedures for concerns and complaints.

**3. ROLES AND RESPONSIBILITIES**

Board of Management:

- Oversees this policy and ensures parental representation on the Board.
- Facilitates the establishment of a Parents' Association if parents wish.

Principal and Staff:

- Provide information about pupils' learning and school life.
- Respond to queries in a professional, respectful and timely manner.
- Arrange meetings with parents when necessary or requested.

Parents/Guardians:

- Engage positively with staff in the best interests of their child.
- Use appropriate channels for communication.
- Keep the school updated with contact details and emergency information.
- Inform the school of any guardianship or custody arrangements that affect school communication.

#### **4. COMMUNICATION**

##### **a. General Principles**

- Communication must be respectful, professional and courteous.
- Teachers' primary responsibility during the day is teaching and supervising pupils.
- Parents and guardians are encouraged to arrange a meeting with school staff to discuss more personal or sensitive matters relating to their child, rather than addressing these concerns at the classroom door or school gate.

##### **b. Contacting the School Office / School Staff**

- The secretary is available to take calls on Monday, Wednesday and Friday between 9.00am – 12.00pm.
- Urgent calls outside this time may be made during 12.35pm – 1.00pm.
- The school will endeavour to respond to emails and phone calls during official school hours only, and where it is appropriate and practicable for staff to do so
- No email communication will be engaged with outside of school hours.

##### **c. Contacting Teachers**

- Meetings are by appointment only, requested through the office or a note in the journal/folder.
- Parents should indicate the purpose of the meeting so staff can prepare.
- Meetings take place outside class time at a mutually agreed time.
- Teachers will make every effort to respond to queries within a reasonable timeframe, though replies may not be immediate.

##### **d. Channels Used by the School**

- Telephone: (0504) 51688
- Email: [secretary@dromns.com](mailto:secretary@dromns.com)
- Eolas App: Notices, updates, scheduling of meetings.
- Newsletters and circulars: Periodic updates.
- Homework journals/folders: Short messages.
- Parent information meetings e.g. for new Junior Infants.
- Website/social media.

#### **5. REPORTING TO PARENTS / GUARDIANS**

Parents receive meaningful feedback on their child's progress through:

- Annual Parent–Teacher Meetings.
- Annual written reports, including assessment results.
- Support Plan meetings for pupils on the Continuum of Support.
- Informal updates as needed.

## **6. PARENTS' ASSOCIATION**

If established, the Parents' Association will:

- Work in partnership with the Principal, staff and Board.
- Represent parents' views.
- Organise cultural, social and fundraising activities.
- Contribute to policy development when invited.

## **7. PARENTAL REPRESENTATION ON THE BOARD OF MANAGEMENT**

Two parents (one mother, one father/guardian where possible) are elected to the Board of Management for a four-year term. Their role is to represent parents' perspectives while acting in the best interests of the whole school.

## **8. COMPLAINTS PROCEDURE**

The school follows the nationally agreed INTO/CPSMA Parental Complaints Procedure.

- Appendix 1: Full procedure.
- Appendix 2: Visual flowchart.

## **9. POSITIVE AND RESPECTFUL COMMUNICATION**

All members of the school community are expected to:

- Treat each other with courtesy.
- Avoid aggressive or disrespectful behaviour.
- Respect privacy and confidentiality.
- Use appropriate channels for communication.

## **10. SAFETY AND WELFARE**

The Board of Management, under the Safety, Health and Welfare at Work Act 2005, is committed to ensuring the wellbeing of staff, pupils and parents. Behaviour that compromises safety will not be tolerated.

## 11. REVIEW AND RATIFICATION

This policy will be reviewed every three years, or earlier if required. Parents will be consulted during review.

Signed: *Fr. Martin Murphy* (Chairperson, BOM)

Date: 12<sup>th</sup> November 2025

Signed: *Ms. Amadean Moore-Walsh* (Principal)

Date: 12<sup>th</sup> November 2025

**APPENDIX 1 – COMPLAINTS PROCEDURE**

The nationally agreed Parental Complaints Procedure for Primary Schools (INTO/CPSMA, 2019) provides a staged process for addressing complaints. The stages are as follows:

**Formal Stage 1: Discussion**

- Parent/guardian meets the teacher to discuss the complaint.
- If unresolved, the parent/guardian meets the Principal.
- If still unresolved, the parent/guardian meets the Chairperson of the Board of Management.
- The complaint may be resolved at this stage.

**Formal Stage 2: Written (within 10 days)**

- Parent/guardian submits a written complaint to the Chairperson.
- Chairperson provides a copy to the teacher concerned.
- Chairperson convenes meeting(s) between teacher, parent/guardian (and Principal if appropriate) within 10 school days.
- The complaint may be resolved at this stage.

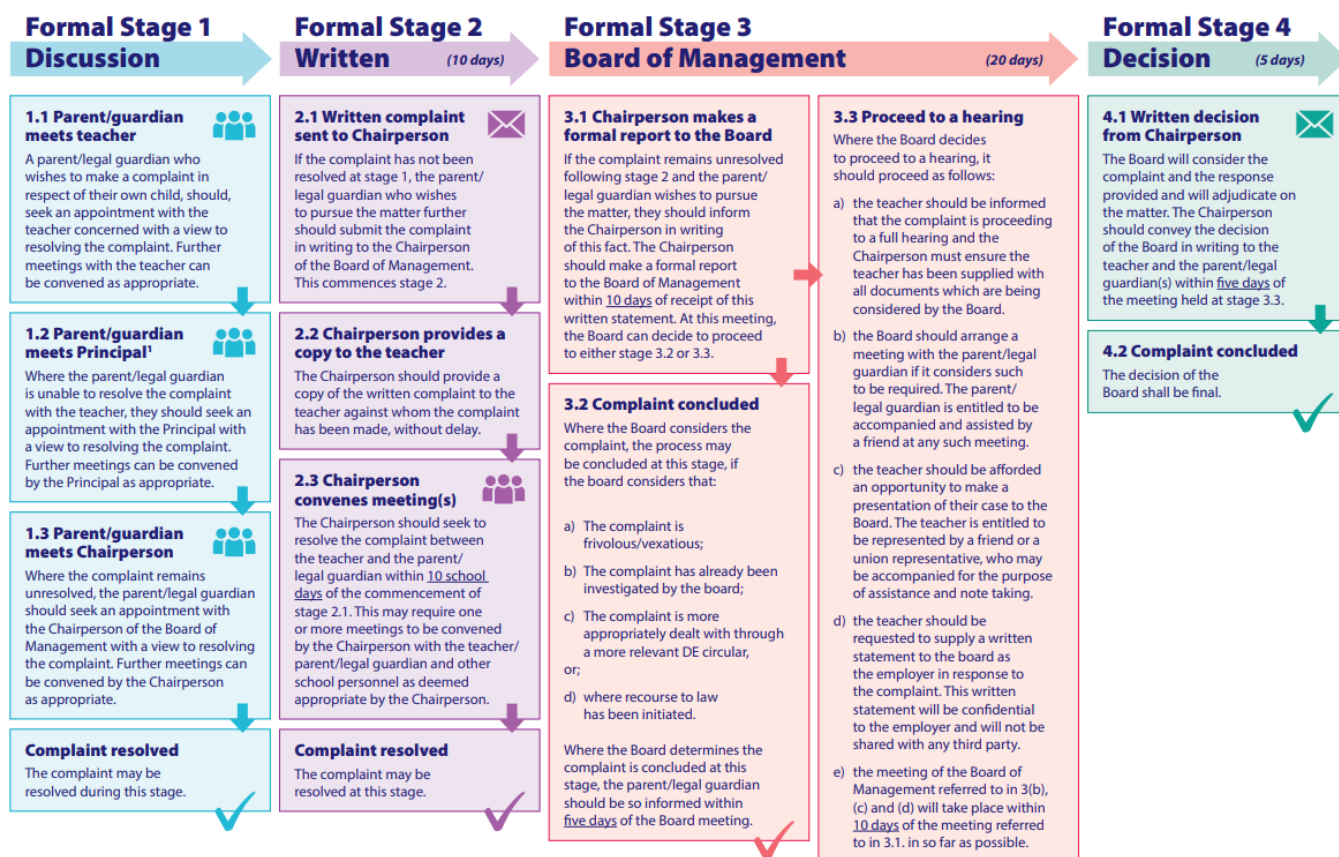
**Formal Stage 3: Board of Management (within 20 days)**

- Chairperson makes a formal report to the Board within 10 days of receiving the written complaint.
- The Board may conclude the complaint if it is frivolous/vexatious, already investigated, already resolved, or referred to the appropriate authority.
- If not concluded, the Board arranges a hearing. Teacher and parent/guardian are informed, given documentation, and may attend with representation/support.
- The Board considers presentations and written responses.

**Formal Stage 4: Decision (within 5 days)**

- The Board issues a written decision to the parent/guardian and the teacher within 5 days of the meeting.
- The decision of the Board is final.

## APPENDIX 2 – COMPLAINTS PROCEDURE FLOWCHART



<sup>1</sup>Where a complaint is received about a principal the above process commences at Stage 1.2.