St. Patrick's National School

Communication Procedures

1. Structures for Communication & Consultation

A strong partnership between school and home ensures that every child's education is positive, supportive and effective. To achieve this, both school and parents strive to work together in a spirit of mutual respect and cooperation. We aim to keep communication between parents, guardians and the school, clear, regular and accessible. Structures in place include:

- Meeting for parents of new Junior Infants
- Annual Parent/Teacher meetings
- End-of-year school reports
- The Parent Teacher Association
- Weekly Blast updates
- School website
- Invitation to school events

2. Communication with Teachers

Parents/Guardians are encouraged to communicate directly with class teachers via **Aladdin Connect**, which is the school's primary and preferred method of communication for all routine queries, concerns, or requests for meetings. This approach supports clear, consistent, and respectful communication between home and school. Teachers will endeavour to respond to Aladdin messages within a reasonable timeframe. Parents/Guardians are asked to note that teachers are teaching during the school day and, therefore, may not be able to read or respond to messages.

Meetings outside Parent/Teacher meetings

If a parent/guardian requests a meeting outside of the scheduled Parent/Teacher Meeting dates, the meeting will normally be arranged with a minimum of one week's notice. This allows sufficient time for the relevant staff members to gather and review information, consult as a team where necessary, and ensure that all appropriate personnel can attend. It also supports staff wellbeing, promotes a considered and collaborative response, and respects the right to disconnect outside of working hours.

Communication with Special Ed. Teachers

If your child receives an Educational Psychology report, a meeting will be arranged within three weeks of the school receiving the report. The meeting will involve parents/guardians, the class teacher, the Special Education Teacher, and, where appropriate, the Special Needs Assistant (SNA). This allows everyone involved sufficient time to read and review the report before discussing its recommendations. If your child has a School Support Plan, the Special Education Teacher will contact you to review the plan. This review may take place by phone or at a scheduled meeting.

If you require the school to complete a school referral form or any documentation for an external professional, we will endeavour to complete and return the documentation to you or the relevant professional within a two-week timeframe. Please note that additional time may be required where reports or supporting information need to be gathered from several members of staff or during particularly busy periods of the school year.

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3. School Office Hours and Communication

The school secretary is available **Monday to Thursday, 8.20am–1.00pm**.
Emails sent to the school office will be acknowledged and responded to within an appropriate timeframe.

4. Child Protection Reporting

The school is fully compliant with Child Protection Procedures for Primary and Post-Primary Schools (Department of Education).
Any Child Protection concern, disclosure, or report must be brought without delay to the attention of the Designated Liaison Person (DLP), via principal@stpatricks2.ie.
In the absence of the DLP, concerns should be reported to the Deputy Designated Liaison Person (DDLP), in line with national procedures.
All reports will be managed in a confidential, sensitive, and professional manner.

5. Communication at the School Door

For children's wellbeing, teachers meet and greet pupils at the front door each morning to help them settle calmly and start the day positively. During this time, teachers are supervising children and are unable to engage in conversations.
All communication for teachers should be sent via **Aladdin**, not at the school door. This helps ensure messages are received, recorded, and responded to appropriately.

6. Use of Social Forums (e.g. WhatsApp)

Class WhatsApp groups have been set up by the **Parents' Association**, with approval from the Board of Management. These groups are intended for:

- Sharing reminders and school information (e.g. fundraising events, parent talks, concerts).
- Passing on updates from the Parents' Association.

Guidelines for these groups:

- They are not discussion forums – personal opinions, rumours or complaints should not be shared.
- The tone should always be positive, kind and respectful.
- Pupils and staff must never be named, referenced or discussed.
- For any individual concerns, parents should contact the class teacher directly via Aladdin Connect or arrange a meeting.

7. School Attendance

- Pupils are expected to attend school regularly and punctually.
- Attendance is recorded daily on Aladdin.
- Parents should notify the teacher via Aladdin if a child is absent (e.g. illness, appointment).
- Schools are legally obliged to report to Túsla when a child misses 20 days or more in a school year.
- Family holidays during term time are strongly discouraged.