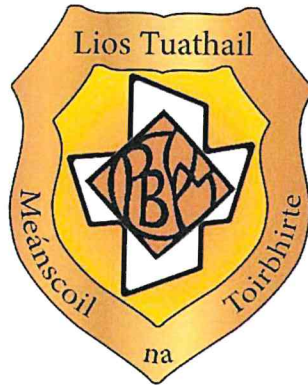


Presentation Secondary School Listowel

Co. Kerry



Parent/Guardian Communication with School Personnel

Date of policy adoption

This Policy was adopted by the Board of Management of Presentation Secondary School, Listowel

Signed Shane O'Donoghue Date 19/03/2024.
Chairperson, Board of Management

Presentation Secondary School, Listowel

Parent / Guardian Communication with School Personnel Policy

Presentation Secondary School Listowel makes every effort to develop and maintain positive relationships with parents/ guardians and with the wider community.

Every effort is made to address concerns as they arise in fair and equitable manner.

Fostering, developing and maintaining positive relationships is a core value of Presentation Secondary School, Listowel. We adopt a restorative, solution-focused approach to all matters, therefore, all communication should be courteous and respectful of all parties involved.

The following protocols ensure that matters are addressed in line with the above criteria with the aim of achieving the best possible outcome for all parties involved.

Parent / Guardians are advised that:

- The student diary should be used as the primary means of communication between home and school.
- In raising an issue or concern, parents/guardians may communicate with the school via the student diary in the first instance, email (office@preslistowel.ie) or telephone (068 21452) to arrange an appointment with the relevant member of school staff in the first instance.
- The student TEAMS account and teacher emails are strictly to be used as a means of communication between teachers and students. Parents/Guardians should not use the students' TEAMS account or email to contact staff.
- If the school email is the chosen mode of communication for making initial contact with the school, then it should be used for the purpose of informing the school of core information only and or to arrange an appointment to discuss an issue or concern relating to their daughter. office@preslistowel.ie is the email address which should be used in all instances.
- In raising an issue or concern, email should only be used to arrange an appointment with school personnel to discuss the issue or concern either through a telephone conversation or an in school, face to face meeting. The use of email as a means of communication is not an appropriate medium or forum for addressing and resolving an issue or concern. Dialogue and constructive communication via a telephone call and or a face to face meeting is the most appropriate, effective and productive method for addressing and resolving all issues or concerns.
- Parents/Guardians should not ask staff for their phone numbers or email addresses.
- Parents/Guardians can contact their daughter during the school day via the school office. Texting a student during the school day is in breach of the school's mobile phone policy.