Gaelscoil Inse Chór

Polasaí Cumarsáide/ Communication Policy

Réamhrá/ Introduction

Cuireadh an polasaí seo le chéile trí chomhairliúcháin le Foireann na Scoile, Bord Bainistíochta agus Coiste na dTuismitheoirí. Cuireadh le chéile é chun eolas agus treoirlínte a thabhairt maidir le cumarsáid idir múinteoirí agus tuismitheoirí i gcomhthéacs Gaelscoil Inse Chór. Déanann sé cur síos ar nósanna imeachta gearáin do thuismitheoirí, chomh maith.

This policy was written in consultation with the Staff, Board of Management and Parents' Association. It was created in order to provide information and guidelines regarding communication between teachers and parents in the context of Gaelscoil Inse Chór. It also outlines the complaint procedures for parents.

Más rud é go bhfuil difríocht idir a bhfuil scríofa as Gaeilge agus as Béarla sa pholasaí seo, glactar leis an leagan Gaeilge mar an leagan cruinn agus an leagan Béarla mar aistriúcháin.

Should there be any discrepancy between the Irish and English in this policy, it is accepted that the Irish is the correct version and the English is provided as a translation.

Sainmheon na Scoile/ School Ethos

Tá an teaghlach agus an baile lárnach i bhforbairt shóisialta agus intleachtach an pháiste agus i gcothú luachanna maithe morálta. Déanann an scoil agus an teaghlach gach iarracht tacú dá chéile agus meas a léiriú ar a chéile ionas gur féidir oideachas éifeachtach a thabhairt don pháiste. Tá sé mar aidhm go mbeidh an teaghlach, foireann scoile agus Bord Bainistíochta na scoile ag comhoibriú ar mhaithe leis an bpáiste agus leis an bhfoghlaim.

The family and home are central to the social and intellectual development of the child and the nurturing of good, moral values. The school and the family strive to be mutually supportive and respectful of each other so that the child's education can be effective. Our aim is that the family, the school staff and the Board of Management co-operate together for the benefit of the child and their learning.

Aidhmeanna Aims

- An nasc idir an baile agus an scoil a chothú is a fhorbairt
- Cur ar chumas na dtuismitheoirí comhoibriú leis an scoil chun cumas iomlán a bpáistí a fhorbairt
- Liosta a thabhairt de mhodhanna cumarsáide idir baile agus scoil
- Freagracht a chomhroinnt maidir le héiteas, luachanna agus carachtar na scoile a chothú
- Rannpháirtíocht dearfach agus ómósach i gcruinnithe tuismitheoirí / múinteoirí a spreagadh
- Ról gairmiúl na mball foirne a dhearbhú

- Rannpháirtíocht ghníomhach a chothú sa scoil nó ar Choiste na dTuismitheoirí
- Rannpháirtíocht i bhforbairt polasaithe agus sa phróiseas cinnteoireachta a chothú.

- Develop close links between home and school
- Enable parents to collaborate with the school in developing the full potential of their children
- Outline the various forms of home-school communication
- Share the responsibility of maintaining the school's ethos, values and distinctive character
- Encourage positive and respectful participation in parent/teacher meetings,
- Affirm the professional role of all staff members in the school
- Encourage active involvement in the school/parents' association
- Encourage participation in policy development and decision-making processes.

Modhanna Cumarsáide/ Forms of Communication

- Cruinniú Cinn Bhliana Choiste na dTuismitheoirí
- Cruinniú do thuismitheoirí Naíonáin Bheaga nua - Mí Bealtaine sula dtosaíonn siad ar scoil
- Cruinniú Ghinearálta Tús na Bliana- Méan Fómhair – Is cruinniú eolais atá anseo scartha idir caint ón bpríomhoide sa halla agus ansin caint ó na múinteoirí ranga aonracha maidir le conas is fearr do na páistí a thacú.
- Cruinniú tuismitheoirí / múinteoirí i dTéarma 1 (Naíonáin Shóisearacha - Rang 6)
- Faigheann tuismitheoirí tuairisc scoile ag deireadh gach scoilbhliain do gach duine dá bpáistí. Cruinnithe le tuismitheoirí a bhfuil páistí le riachtanais speisialta acu
- Comhairliúchán tuismitheoirí/múinteoirí le linn na bliana, mar is gá
- Cumarsáid scríofa – Aladdin Connect
- Trí Choiste na dTuismitheoirí, tugtar cuireadh do thuismitheoirí plé agus dréachtú a dhéanamh ar pholasaithe scoile agus cuidiú leis an gcóras athbhreithnithe. Cuirfear eolas maidir le polasaithe agus nósanna imeachta nua nó athruithe orthu siúd atá ann cheanna do gach tuismitheoir trí nuachtlitir agus gréasán na scoile
- Úsáidtear nuachtlitreacha rialta chun eolas a thabhairt do thuismitheoirí maidir le himeachtaí scoile, laethanta saoire agus ábhair cúram don scoil
- Rang 1 – 6: Úsáidtear an dialann obair bhaile chun teachtaireachtaí a chur idir thuismitheoirí agus múinteoirí. Iarrtar ar thuismitheoirí an dialann a shíniú gach oíche chun a dheimhniú go bhfuil obair bhaile críochnaithe
- Tugtar cuireadh do thuismitheoirí chuig imeachtaí i rith na bliana, m.sh. Seachtain na Gaeilge, ceolchoirmeacha scoile srl.

- Coiste na dTuismitheoirí's AGM
- Meeting for parents of new Junior Infants – May prior to starting in the school
- General Meeting: September- This is an informative meeting split between a talk from the principal in the hall and individual talks from teachers in their classrooms on how best to support the children.
- Individual Parent/teacher meetings in Term 1 (Junior Infants – 6th Class)
- Parents receive a school report at the end of each school year for each of their children. Meetings with parents whose children have special needs
- Parent/Teacher consultation throughout the year, as needed
- Written communication – Aladin Connect
- Through the Parents' Association, parents are invited to discuss and contribute to the drafting and review of all school policies. Decisions taken to change current policies and procedures or to introduce new ones will be made known to all parents in written format via the school newsletter or website
- Regular newsletters keep parents up-to-date with school events, holidays and school concerns
- 1st – 6th class – the homework diary can be used to relay messages which are signed between parents and teachers. Parents are requested to sign the diary each night to certify that homework has been completed
- Parents are invited to events throughout the year e.g. Seachtain na Gaeilge, school concerts etc.

Tá fáilte roimh thuismitheoirí coinne a dhéanamh am ar bith i rith na bliana. Más mian le tuismitheoir dul i dteagmháil le múinteoir, is féidir leis/léi labhairt le rúnaí na scoile chun am oiriúnach a shocrú. Tá sé ríthábhachtach go gcuirfear an scoil ar an eolas láithreach má tharlaíonn imeachtaí/cásanna teaghlaigh a chuirfeadh imní ar pháiste agus a mbeadh tionchar diúltach aige ar oideachas an pháiste.

Parents are also welcome to make an appointment any time throughout the year. If a parent wishes to contact a teacher, he/she can contact the school secretary to arrange a suitable time. It is vital that the school is immediately informed of family events/situations that occur which may cause anxiety to the child and therefore may adversely affect his/her education.

I ngach ábhar a bhaineann le leas agus le hoideachas na bpáistí, is le tuismitheoirí/caomhnóirí dlíthiúla amháin a rachaidh foireann na scoile i dteagmháil.

In all matters pertaining to the wellbeing and education of pupils, only the parents/legal guardians will be consulted by staff.

I gcás tuismitheoirí scartha, déantar teagmháil leis (an té lena bhfuil an páiste in a c(h)ónaí go rialta, ie an tuismitheoir di facto)na tuismitheoirí nuair a thosaíonn an páiste ar scoil nó tar éis dóibh scarúint, chun na socruithe cumarsáide is oiriúnaí dóibh a fhiosrú. Seoltar tuarisc cinn bliana chuig an mbeirt.

In the case of separated parents, they shall both be contacted when the child starts in the school or when the school is informed of the separation to identify the most appropriate communication arrangements for their particular situation. Both parents will be sent a copy of the end of year report.

Cruinnithe Tuismitheoirí/Múinteoirí Parent/Teacher Meetings

Beidh cruinnithe foirmeálta múinteoirí/tuismitheoirí ar siúl uair sa bhliain do na ranganna ar fad. Reáchtálfar cruinnithe do pháistí Naionáin Bheaga– Rang6, le linn Téarma 1.

Formal Parent/Teacher meetings will be held once a year for all classes. Meetings for children from Junior Infants to 6th Class will be arranged during Term 1.

Déanfar gach iarracht cruinnithe a eagrú ag uaireanta comh-ordaithe nuair atá níos mó ná páiste amháin ag tuismitheoirí sa scoil. Beidh na cruinnithe ar siúl sna seomraí ranga nó sna seomraí tacaíochta. Beidh tuismitheoirí in ann eolas na múinteoirí ar dul chun cinn na bpáistí a shaibhriú trí bhreis eolais a sholáthar ar fhoghlaim na bpáistí sa bhaile.

The school will attempt to co-ordinate times where siblings are concerned. Meetings may take place in classrooms or support rooms. Parents can enrich teachers' knowledge of their child's progress by providing further information about his/her learning at home.

Is iad aidhmeanna na gCruinnithe Tuismitheoirí/Múinteoirí ná:

- Deá-chumarsáid idir an scoil agus na tuismitheoirí a bhunú is a chothú
- Eolas a thabhairt do thuismitheoirí faoi dul chun cinn a gcuid páistí
- Cuidiú le múinteoirí/tuismitheoirí aithne níos fearr a chur ar an bpáiste mar dhuine aonair
- Cabhrú le páistí a thuiscint go bhfuil tuismitheoirí agus múinteoirí ag obair le chéile
- Eolas a thabhairt do thuismitheoirí faoi fhadhbanna agus deacrachtaí a d'fhéadfadh bheith ag páiste ar scoil
- Labhairt le tuismitheoirí faoi thaithí scolaíochta an pháiste
- Breis eolais a fháil faoin bpáiste ó dhearcadh tuismitheora
- Tuairimí na dtuismitheoirí a fháil faoin méid a bhfuil á dhéanamh ar scoil
- Réimsí teannais agus easaontais a aithint
- Bealaí a aithint inar féidir le tuismitheoirí cuidiú lena bpáistí
- Comhcinntí a dhéanamh faoi oideachas an pháiste
- Eolas a thabhairt do mhúinteoirí faoi conas mar atá ag éirí le páistí taobh amuigh den scoil
- Is féidir le tuismitheoirí cur le tuiscint an mhúinteora maidir le dul chun cinn an pháiste trí eolas a thabhairt dóibh faoi fhoghlaim an pháiste sa bhaile.

- The purpose of the Parent/Teacher meeting is:
- To establish and maintain good communication between the school and parents
- To inform parents how their children are progressing in school
- To help teachers/parents get to know the children better as individuals
- To help children realise that parents and teachers are working together
- To inform parents of problems and difficulties the child may have in school
- To discuss with the parent the child's experience of schooling
- To learn more about the child from the parent's perspective
- To learn more about parental opinions on what the school is doing
- To identify areas of tension and disagreement
- To identify ways in which parents can help their children
- To make joint decisions about the child's education
- To inform teachers on how children are coping outside school
- Parents can enrich teacher's knowledge of their students' progress through providing further information about the students' learning at home.

Tuairisciú do Thuismitheoirí/Chaomhnóirí Reporting to Parents/Guardians

Tá príomhfhreagracht ag tuismitheoirí as foghlaim agus forbairt a gcuid páistí. Is féidir le scoileanna cumas tacaíochta na dtuismitheoirí a neartú trí eolas úsáideach ar dul chun cinn oideachasúil na bpáistí a thabhairt. Úsáideann múinteoirí na foinsí fianaise seo a leanas:

- comhrá leis an bpáiste
- taifead ar dhul chun cinn an pháiste sna spriocanna atá leagtha amach ag an múinteoir sa phleanáil gearrthéarmach agus fadtéarmach
- scrúdú ar fhéin-mheasúnú an pháiste
- taifead ar chumas an pháiste dul i ngleic le tascanna
- torthaí ar mheasúnú, scrúdaithe agus trialacha eile
- samplaí d'obair na bpáistí.

Parents have the primary responsibility for their children's learning and development. Schools can strengthen the capacity of parents to support their children by sharing useful information with parents about the progress that children are achieving in the education system. Teachers draw on the following sources of evidence:

- conversations with the child
- teacher's observations on the child's progress in reaching objectives laid down in the teacher's short-term and long-term planning
- examination of students' own self-assessment data
- teacher's observations of the child's engagement with tasks
- outcomes of assessments, tests and other tasks
- examples of students' work.

Tuairisc Cinn Bliana End of Year Reports

Seoltar tuairisc cinn bliana abhaile i Mí na Mheithimh chun eolas a thabhairt do thuismitheoirí ar an dul chun cinn a rinne an páiste le linn na bliana. Úsáidtear teimpléad leagtha síos ag an NCCA do scoileanna agus tá breis eolais tacaíochta ar fáil ar ghréasán www.ncca.ie.

Déanann na múinteoir tuairisciú faoi na fotheidil seo a leanas:

- Do Pháiste mar Fhoghlaimeoir
- Forbairt Sóisialta agus Pearsanta do pháiste
- Foghlaim do pháiste agus na nithe atá bainte amach acu sa churaclaim trí chéile
- Tusa agus Foghlaim do Pháiste.

End of year reports are sent home each June to inform parent of their child's progress during the year. The school uses the template laid down by the NCCA. They also have additional useful information for parents on their website www.ncca.ie.

The teachers report under the following headings:

- Your child's learning dispositions
- Your child's social and personal development
- Your child's learning and achievement across the curriculum
- You and your child's learning.

Cruinnithe leis an Múinteoir/ Acmhainne Meetings with the Resource Teacher

Baineann na cruinnithe seo le páistí atá faoi mhíchumas is a bhfuil uaireanta acmhainne acu ceadaithe ag an ORSO (Oifigeach um Riachtanais Speisialta Oideachais). Eagraítear cruinniú idir tuismitheoirí agus an múinteoir acmhainne chun Plean Oideachais Aonair a phlé i Meán Fómhair / Deireadh Fómhair. Mar sin féin, más mian le tuismitheoir cruinniú a eagrú ag am ar bith le linn na bliana chun dul chun cinn an pháiste a phlé, féadfaidh sé/sí é sin a dhéanamh trí chruinniú a eagrú roimh ré.

These meetings pertain to children with special needs who have been allocated resource hours by the SENO (Special Educational Needs Officer). A meeting between parents and the resource teacher is arranged for September/October in order to discuss the child's Individual Education Plan. However, if a parent wishes to arrange a meeting at any stage during the year to discuss their child, they may do so by prior appointment.

Gaelscoil Inse Chór

Polasaí Cumarsáide/ Communication Policy

Cruinnithe Neamhfhoirmeálta le Tuismitheoirí/Caomhnóirí/ Informal Meetings with Parents/Guardians

1.Spreagann an scoil cumarsáid idir tuismitheoirí agus múinteoirí ach ní féidir cruinnithe le múinteoirí a shocrú le linn am múinteoireachta.

2.Ní mholtar cruinnithe le múinteoirí ag doras an t-seomra ranga chun dul chun cinn nó buairt a phlé ar fáthanna éagsúla:

a) Ní féidir leis an múinteoir maoirseacht cuí a dhéanamh ar an rang fad is atá siad ag labhairt le tuismitheoir

b) Tá sé an-deacair a bheith discréideach nuair a bhíonn an oiread sin páistí mórthimpeall

c) D'fhéadfadh náire a bheith ar pháiste nuair atá a t(h)uismitheoir ag labhairt leis an múinteoir ag doras an seomra ranga.

3.Is áit an-ghnóthach í an scoil agus iarrtar ar thuismitheoirí, más féidir, glaoch a chur ar rúnaí na scoile chun coinne a eagrú leis an múinteoir ranga nó leis an bpríomhoide. Iarrtar ar thuismitheoirí téama an chruinniú a nochtadh don rúnaí ionas gur feidir len scoil pleanáil a dhéanamh don chruinniú

1. The school encourages communication between parents and staff. However, meetings with the teacher cannot be arranged for during teaching time.

2. Meetings with the teacher at the class door to discuss a child's concern/progress are discouraged on a number of grounds:

a) Teachers cannot adequately supervise their class while at the same time speaking to a parent

b) It is difficult to be discreet when so many children are standing close by

c) It can be embarrassing for a child when his/her parent is talking to staff at a classroom door.

3. Keeping in mind that schools are very busy places, parents are asked, whenever possible, to

contact the secretary to arrange an appointment to see the class teacher or principal. (Parents should reveal the theme of the meeting to the secretary so as the school can prepare adequately.)

Tarlaíonn ócáidí nuair is gá do thuismitheoir labhairt le ball foirne go práinneach. Uaireanta is gá na cruinnithe seo gan fógra roimh ré. Déanfaidh an Príomhoide gach iarracht na cruinnithe seo a éascú ag cinntiú nach gcaillfidh na páistí sa rang amach ar aon am teagaisc/foghlama.

Occasions occur where a parent needs to speak to a staff member urgently. Sometimes these meetings need to take place without prior notice. The Principal will aim to facilitate such meetings,

making every effort to ensure that the children in the class do not lose out on any of the teaching/learning time.

Más mian le tuismitheoirí bosca lóin, fearas spóirt srl a thabhairt dá bpáiste i rith am scoile, iarrtar orthu seo a dhéanamh tríd an rúnaí toisc go bhfuil sé tábhachtach go laghdaítear an cur isteach ar an obair ranga.

If parents wish to drop in lunch boxes, sports gear etc, this can be done through the secretary's office as it is important to keep class interruptions to a minimum.

Nósanna Imeachta Gearáin Complaints Procedure

Is annamh go mbíonn gearáin ach b'fhearr leis an scoil go ndéanfar déileáil leis go neamhfhoirmiúil, go cothrom agus go tapaidh. In Aguisín 1, leagtar síos na nósanna imeachta gearáin chomhaontaithe a leanfar i nGaelscoil Inse Chór. Leanfar na céimeanna seo agus sinn ag déileáil le gearán ar bith baill fásta den phobal scoile.

Complaints are infrequent but the school would wish that they be dealt with informally, fairly and quickly. Appendix 1 outlines the agreed complaints procedure to be followed in Gaelscoil Inse Chór. These steps are followed when dealing with any form of complaint between adults in the school community.

Rólanna agus Freagrachtaí/ Roles and Responsibilities

Tá an-tábhacht ag baint le cumarsáid dhearfach agus ómósach dár scoil. Ní bhaineann sé leis na páistí amháin ach leis na páirtithe san oideachas uilig m.sh. foireann, tuismitheoirí, baill an bhoird agus pobal níos leithne. Cé go bhfuil iompar na bpáistí an-tábhachtach, tá freagracht ag na daoine fásta i bpobal na scoile cinntiú gurb ionann a gcuid iompar féin agus an iompar a bhfuilimid ag súil leis ónár bpáistí.

Positive and respectful communication is of great importance to our school. This not only extends to the children but to all of the partners in education e.g. the staff, parents, board members and the wider community. While the behaviour of children in our school is of vital importance, adults in the school community also have a responsibility to ensure their own behaviour models the types of behaviour expected of children.

Mar Shampla

- Tá sé tábhachtach go bhfuil na páirtithe san oideachas uilig freagrach as a n-iompar féin sa scoil. It is important that all partners in education are responsible for their own behaviour in the school. Mar shampla:
- Táthar ag súil leis go mbeidh na páirtithe ag labhairt le chéile le meas. Ní ghlacfar le screadaíl nó le ton ionsaitheach eile. Má thaispeánann páirtithe fearg nó iompar ionsaitheach chuig baill eile de phobal na scoile, féadfar iarraidh orthu iad féin a bhaint ón bhfoirgneamh. I gcásanna áirithe, ní mór dúinn glaoch a chur ar na Gardaí
- Ba chóir do na páirtithe uilig caitheamh leis na páistí scoile le meas agus iad ar an áitreabh
- Ní labhróidh baill foirne faoi chúrsaí scoile an pháiste seachas le tuismitheoir/caomhnóir an pháiste sin. Beidh meas ag foireann na scoile ar chearta an pháiste chun príobháideachta mar sin iarrtar ar thuismitheoirí meas a bheith acu ar chearta chun príobháideachta na bpáistí eile

- Nuair a eagraítear cruinniú, moltar méid réasúnta ama a chomhaontú don chruinniú. Ba chóir go ndéanfar gach iarracht gan dul thar am
- Go ginearálta, bíonn foireann na scoile ar fáil chun éisteacht le ceisteanna tapaidh ar maidin agus tar éis na scoile. Mar sin féin, ní mór do thuismitheoir, a bhfuil comhrá níos faide nó cruinniú uathu, coinne a dhéanamh le haghaidh am a oireann don dá pháirtí. Tosaíonn ranganna ag 8:50rn agus críochnaíonn siad ag 14:30 agus níor cheart cur isteach ar an am seo.

For example:

All stakeholders are expected to speak to each other with respect. Shouting or other aggressive tones are not acceptable. If a stakeholder displays anger or aggression to another member of the school community, they may be asked to remove themselves from the building. In certain cases, the Gardaí must be called

All stakeholders will treat all children attending our school with the utmost respect while on the premises

Staff will only discuss school matters relating to the parent/guardian's own child. The school staff will respect the child's right to privacy so it is asked that parents respect other children's rights to privacy. If an incident involves another child, it will be the duty of the Teacher/ Principal to ensure the privacy of that child as far as is reasonable, and not discuss the school's approach to that child.

When meetings are arranged, it is recommended to agree a reasonable duration for the meeting. Every effort should be made not to exceed the agreed duration

Staffs are generally available to listen to a quick issue in the morning and after school. However, should a parent need to have a discussion or meeting, an appointment should be made for convenient time for both parties. Classes begin at 8.50 am and finish at 2.30pm and this time should not be interrupted.

Sábháilteacht, Sláinte agus Leas ag an Obair/ Safety, Health and Welfare at Work

Is reachtaíocht tábhachtach é an tAcht um Shábháilteacht, Sláinte agus Leas ag an Obair (2005) do Bhoird Bainistíochta agus dóibh siúd a bhíonn ag obair i scoileanna. Aithnítear go bhféadfadh foireann na scoile a bheith i mbaol foréigin i bhfoirm bagairtí ó bhéal, ionsaithe nó foirmeacha imeaglaithe eile. D'fhéadfadh an iompar seo teacht ó dhaltaí, ó thuismitheoirí/caomhnóirí, ó bhaill foirne eile nó ó ionróirí. Dá bharr, ba chóir go mbeadh gach ball foirne eolach faoi Chiorclán 40/97 ón Roinn Oideachais agus Eolaíochta, an Polasaí Sláinte & Sábháilteachta agus an Polasaí Dínite san Ionad Oibre a leagann amach na nósanna imeachta atá le leanúint má bhraitheann siad go bhfuil siad faoi réir aon cheann de na hiompraíochtaí thuas.

The Safety, Health and Welfare at Work Act (2005) is an important piece of legislation for Boards of Managements and for those who work in schools. It is recognised that school staff may be at risk from violence in the form of verbal abuse, threats, assaults or other forms of

intimidation. This behaviour may come from pupils, parents, guardians, other staff members or intruders. In this respect, all staff should be aware of DES Circular 40/97 and Health & Safety Policy and Dignity at Work Policy which deal with the procedures to follow if they feel they have been subjected to any of the above behaviours.

Critéir Ráthúlachta/ Success Criteria

- Taifead ar líon na ndeacrachtaí, cad ba chúis leo agus conas ar réitíodh iad
- Aiseolas a fháil ó phobal na scoile/chuairteoirí chuig na scoile go bhfuil atmaisféar dearfach, fáilteach le sonrú sa scoil
- Aiseolas á fháil ón bhfoireann, tuismitheoirí, daltaí srl. faoi conas mar atá an polasaí ag obair Deá-chaidreamh agus dea-chumarsáid idir tuismitheoirí agus foireann scoile.

- Record of number and nature of complaints and how they were resolved
- Feedback from the school community/visitors to the school that a positive, welcoming atmosphere can be felt in the school
- Feedback from school staff, parents, pupils, etc on how the policy is working
- Good relationship and good communication between parents and school staff.

Athbhreithniú Review

Déanfar athbhreithniú ar an bpolasaí i 2019.

This policy will be reviewed in 2019.

Cathaoirleach **Príomhoide**

Daingniú Ratification

Daingnithe ar an 21ú Eanáir 2019 Ratified on 21st of January 2019

Gaelscoil Inse Chór

Polasaí Cumarsáide/ Communication Policy

Aguisín 1 – Nósanna Imeachta Gearáin do Dhaoine Fásta

Appendix 1 - Complaints Procedure for Adults

Is annamh go mbíonn gearáin ach b'fhearr leis an scoil go ndéanfar déileáil leis go neamhfhoirmiúil, go cothrom agus go tapaidh. Leanfar na céimeanna seo agus sinn ag déileáil le gearán ar bith idir dhaoine fásta i nGaelscoil Inse Chór.

Complaints are infrequent but the school would wish that they be dealt with informally, fairly and quickly These steps are followed when dealing with any form of complaint between adults in Gaelscoil Inse Chór.

Céim 1 – Céim Neamhfhoirmeálta

1. Ba chóir do Páirtí A, ar mhian leo gearán a dhéanamh, labhairt ar an gcéad dul síos leis an Páirtí B chun an gearán a réiteach
2. Murar féidir an gearán a réiteach idir na páirtithe, ba chóir dóibh labhairt leis an bPríomhoide chun réiteach a aimsiú
3. Má tá an gearán fós gan réiteach, ba chóir do Pháirtí A, más mian leo, labhairt le Cathaoirleach an Bhoird Bhainistíochta chun réiteach a aimsiú.

Céim 2 – Céim Foirmeálta

1. Má tá an gearán fós gan réiteach agus más mian le Páirtí A leanúint leis an ngearán, ba chóir dóibh gearán foirmeálta i scríbhinn a dhéanamh le Cathaoirleach an Bhoird Bhainistíochta
2. Cuirfidh an Cathaoirleach Páirtí B ar an eolas faoin ngearán scríofa agus déanfar iarracht an cheist a réiteach idir na páirtithe laistigh de 5 lá tar éis dó an gearán a fháil i scríbhinn.

Céim 3 – Céim Foirmeálta

1. Má tá an gearán fós gan réiteach, ba chóir don Chathaoirleach, faoi threoir an Bhoird:

a) Cóip den ghearán scríofa a sholáthar do Pháirtí B agus

b) Cruinniú a shocrú le Páirtí B agus leis an bpríomhoide, más cuí, chun an gearán a réiteach. Ba chóir go mbeadh an cruinniú seo ar siúl laistigh de 10 lá tar éis dó an gearán a fháil i scríbhinn.

Céim 4 – Céim Foirmeálta

1. Má tá an gearán fós gan réiteach, ba chóir don Chathaoirleach tuairisc foirmeálta a dhéanamh chuig an mBord laistigh de 10 lá ón gcruinniú
2. Má mheasann an Bord nach bhfuil bunús leis an ngearán, is gá seo a chur in iúl do Pháirtí A agus Páirtí B laistigh de 3 lá ón gcruinniú Boird
3. Má mheasann an Bord go bhfuil bunús leis an ngearán nó go bhfuil imscrúdú breise ag teastáil, ba chóir na céimeanna seo a leanas a leanúint:

a) Cuirfear cóipeanna d'aon fhianaise scríofa a chur ar fáil do Pháirtí B mar thaca leis an ngearán

b) Iarrfar ar Pháirtí B freagra scríofa ar an ngearán a sholáthar don Bord agus ba chóir deis a thabhairt dó/di cur i láthair a dhéanamh don Bhord agus duine eile in éineacht leis/léi ag an gcruinniú

c) Is féidir leis an mBord cruinniú a eagrú le Páirtí A, agus duine eile in éineacht leis/léi ag an gcruinniú.

Céim 5 – Céim Foirmeálta

1. Tar éis imscrúdú an Bhoird, cuirfidh an Cathaoirleach cinneadh an Bhoird in iúl i scríbhinn don Pháirtí A agus do Pháirtí B laistigh de 5 lá ón gcruinniú. Beidh cinneadh an Bhoird críochnaitheach.

Stage 1 – Informal Stage

1. If Party A wishes to make a complaint, they should firstly speak with Party B with a view to resolving the complaint

2. Where they are unable to resolve the complaint, Party A should speak with the Principal with a view to resolving it

3. If the complaint is still unresolved, Party A, if they so wish, should speak with the Chairperson of the Board of Management with a view to resolving it.

Stage 2 – Formal Stage

1. If the complaint is still unresolved and Party A wishes to pursue the matter further, he/she should lodge the formal written complaint with the Chairperson of the Board of Management

2. The Chairperson will bring the precise nature of the written complaint to the notice of the Party B in question and seek to resolve the matter between the parties within 5 days of receipt of the written complaint.

Stage 3 – Formal Stage

1. If the complaint is still not resolved, the Chairperson should, subject to the authorisation of the Board:

a) Supply the Party B with a copy of the written complaint and

b) Arrange a meeting with Party B, and where applicable, the Principal with a view to resolving the complaint. Such a meeting should take place within 10 days of receipt of the written complaint.

Stage 4 – Formal Stage

1. If the complaint is still not resolved, the Chairperson should make a formal report to the Board within 10 days of the meeting

2. If the Board considers that the complaint is not substantiated, Party A and Party B should be so informed within 3 days of the Board meeting

3. If the Board considers that the complaint is substantiated or that it warrants further investigation, the following steps shall be followed:

a. Party B shall be supplied with copies of any written evidence in support of the complaint

b. He/she shall be requested to supply a written response to the complaint to the Board and shall be afforded an opportunity to make a presentation to the Board and to be accompanied by another person to that meeting

c. The Board may arrange a meeting with Party A, who may be accompanied by another person to this meeting.

Stage 5 – Formal Stage

1. Following the Board's investigations, the Chairperson shall convey the decision of the Board in writing to Party A and Party B within 5 days of the meeting of the Board. The decision of the Board shall be final.