



Clifden Community School

Lux, Pax, Felicitas

COMMUNICATIONS POLICY

Date of policy approval:

Approved by:

Signed: Neill Kelly
(Chairperson of Board of Management)

Signed: M Kelly
(Principal)

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This is a whole school communications policy for all school stakeholders. It focuses on respectful interactions, and ensuring that information is shared in an appropriate and timely way. The policy comprehends existing policies:

- Code of behaviour
- Anti bullying policy
- Data protection
- SEN: Policy under review
- Child Protection Policy
- Critical Incident Policy
- Internet AUP (Acceptable Use Policy)
- Complaints Procedure

Relationship to Clifden Community School Mission Statement

Good communication is essential to the fulfilment of our mission statement *to continue to provide a challenging educational environment in which all members of the school community irrespective of ability, level or background can realise individual and collective potential in a caring environment which values and strives for quality and creativity in all that it offers.*

We are committed to preparing our students for adult life by learning Responsibility, Respect and Personal Regard for self and others under our banner of LUX, PAX, FELICITAS- LIGHT, PEACE AND HAPPINESS in an atmosphere that encourages positive self-esteem.

Fundamental components of Communication are:

- ✓ Trust
- ✓ Transparency
- ✓ Listening

Communication Policy goals:

- ✓ To promote respectful relationships among students, staff, parents and the wider community.
- ✓ To contribute to effective communication among all school stakeholders.
- ✓ To ensure that people feel included, listened to, trusted, consulted and informed.

Principles:

- ✓ The Right to Disconnect – refers to employees right to be able to disengage from work and refrain from engaging in work-related electronic communications, such as emails, or other messages, during non-work hours.
- ✓ As a school whose code of behaviour is underpinned by restorative approach, resolution of conflict will focus on the impact of actions and how to move forward.
- ✓ The school encourages openness in internal communication and the sharing of relevant and appropriate information.
- ✓ The school recognises that in-person communication can be more effective in matters involving consultation and discussion.
- ✓ While emails and the relevant school management systems may be used for circulating information and various correspondence, regular face to face communication remains essential to meaningful constructive communication.
- ✓ All internal communications should be expressed clearly. As far as possible staff and/or students are informed of important school issues no later than the media or other external bodies.
- ✓ It is important to ensure consistency between what is said and what is done as failure to follow through on goals or promises undermines credibility.
- ✓ Communications using school headed paper and via the school's email require approval from the Principal



Personal and confidential information

- Personal data is protected in accordance with the General Data Protection Regulation (GDPR). Our Data Protection Policy provides guidance for the maintenance of personal data in order to be compliant with the General Data Protection Regulation.

Communication Tools:

- ✓ Verbal
- ✓ School Assemblies
- ✓ Student journal
- ✓ Email, text, letter, phone, meeting
- ✓ School Administration Platform (Compass)
- ✓ Microsoft TEAMS
- ✓ Newspapers/Local radio
- ✓ Social media platforms: Instagram, Facebook, Twitter and our school website.
- ✓ Staff handbook
- ✓ Noticeboards
- ✓ Sectoral Meetings (PA, Student Council, Staff Meetings, PT Meetings, BOM etc)

Roles and Responsibilities

The following have a responsibility within the school environment:

The Principal and Deputy Principal lead by: exemplifying a courteous and professional attitude; by promoting regular, transparent and open communication; by treating staff, parents, students and external agencies with the same mutual respect and dignity. Collaboration with staff, parents and students in open two-way communication is encouraged so that all parties are working together to develop the full potential of students. It is important to identify and address areas of conflict early and in a constructive manner. Relationships with the community are maintained and developed by keeping the community informed through the use of periodic newsletters, social media platforms, e-communications etc

Year Heads ensure communication with all relevant parties - senior management, teachers, students and parents - in relation to the year group on matters pastoral, academic, and behavioural.

Teachers communicate with all relevant parties - senior management, teachers, students and parents - in relation to classwork, homework, concerns and behaviour.

Parents The school encourages, promotes and facilitates open communication between the school and parents via: phone calls; individual meetings (by appointment); e-mail and Compass. We will try to respond in a timely manner (usually within 24 hours), during school opening hours. In cases of emergency, parents should phone the school office at 095 21184. Notification of unexpected school closures will be via Compass (email &/or text). Planned school closures will be included on the school calendar, as well as the dates of parent/teacher meetings, holidays etc.



Meetings Protocol

During meetings, we are mindful of:

- ✓ listening without judgement
- ✓ being open to others point of view
- ✓ confidentiality
- ✓ commitment
- ✓ relevant use of electronic devices
- ✓ keeping to the meetings' agenda
- ✓ honoring the decision of the group
- ✓ how to progress a dead-lock in decision-making.

Complaints procedure: School staff are always prepared to listen and it is the policy of the school to resolve difficulties at an early stage in the interests of the students and of all concerned. When an issue arises, parents may refer to the school's complaints procedure, which is in accordance with nationally agreed procedures.