



SCOIL CARMEL JNS

Communication Policy

www.scoilcarmeljns.com

01 – 4514151



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1. Aim

The aim of this Communications Policy is to ensure clear, consistent and respectful communication between staff, parents and children, helping to build a positive and inclusive school community. It supports student wellbeing and learning by keeping families informed, clarifies roles and appropriate communication channels and ensures compliance with requirements set by the Department of Education and legislation such as the General Data Protection Regulation. The policy also promotes confidentiality, encourages parental involvement and helps prevent misunderstandings by setting out clear procedures for effective communication.

2. Rationale

Scoil Carmel JNS recognises the importance of strong home–school partnerships, with open and respectful communication between teachers and parents/ guardians at its core. This approach helps build trust, supports child wellbeing and learning and ensures clarity around roles and communication methods. This policy sets out the agreed modes of communication while promoting confidentiality, inclusivity and the effective use of communication tools to support clear, consistent and professional communication within the school community.

3. Forms of Communication

There is a variety of formal and informal communication that happens between home and school through the year. Generally, communication sent from the school will be ‘paperless’. Emails sent from the school via Aladdin (the school’s secure database) or individual school email addresses, will be sent to the email address(es) provided at enrolment, unless otherwise updated by parents.

4. Formal

- Meeting for parents of new Junior Infants in Term 3 prior to starting in the school and again in Term 1 of the new school year once the children have settled into school
- Individual Parent/ Teacher meetings in Term 1 and any additional Parent/ Teacher meetings as required throughout the year as needed
- End of year school report at the end of each school year for each child
- School Support and School Support Plus review meetings in January and June
- Important updates

4.1 Junior Infants Parents Meetings

An information meeting for parents of incoming Junior Infants in May/ June supports a smooth transition into primary school. It allows parents to meet teachers and school leadership, learn about routines and expectations and ask questions, helping to build early relationships and reassure families.

A follow-up meeting is held once the children have settled into school to give parents an update on how their child is adjusting to the classroom environment, routines and friendships. It provides an opportunity for parents to meet with the teacher and address any questions or concerns. The meeting also outlines how homework will be introduced and managed going forward, ensuring parents are informed and supported in helping their child continue to settle and progress.



4.2 Parent/ Teacher Meetings

Parent/ Teacher meetings take place for each child in November. These meetings provide teachers and parents/ guardians with an opportunity to discuss any concerns, review progress or support the child's development as required. Special Education Teachers (SET) will also offer separate appointment slots with the parents/ guardians of children they are working with. Appointment slots for these meetings will be made available on the Aladdin Connect app up to 2 weeks before meetings are scheduled to take place so parents can choose a time/ date suitable to them.

Additional meetings may be arranged throughout the year if the need arises, whether requested by the class teacher, SET or the parent. These meetings provide an opportunity to discuss any concerns, review progress or support the child's development as required. All requests for such meetings will be made and managed through the secure Aladdin system to ensure clear, efficient and confidential communication. In the case of separated/ divorced parents, Scoil Carmel JNS may facilitate requests made by parents to meet their child's teacher(s) individually for Parent/ Teacher meetings.

4.3 End Of Year School Report

The end-of-year school report provides a clear summary of a child's progress, development, strengths and areas for improvement. It is shared securely via the Aladdin Connect app up to two weeks before the end of the school year, allowing parents time to review it and request a meeting if needed.

4.4 School Support/ School Support Plus Review Meetings

School Support and School Support Plus review meetings are held in January and June to provide an opportunity to review a child's progress and assess how effectively their SMART targets are being met. These meetings bring together class teachers, SET and parents to discuss the child's learning, social and emotional development. They focus on evaluating progress against specific, measurable, achievable, relevant and time-bound goals, identifying successes and agreeing on next steps to support the child's continued development. All parents are invited to make an appointment to attend these meetings.

4.5 Important Updates

Important updates regarding a child's progress, absence, illness or difficulties in school are shared clearly, accurately and in a timely manner via the Aladdin Connect app. This helps maintain a consistent record of information, supports the child's wellbeing and learning and ensures that parents and the school can work together effectively to address any concerns.

5. Aladdin Connect App

All formal communication will be sent via the Aladdin database by the school. Parents/ guardians will receive it either as a notice via the Aladdin Connect App or via email sent through the Aladdin database. Parents must use this app in relation to any formal communication relating to their child as this is official school app for communicating between home and school. It is important that we have records of communication on this secure database for GDPR purposes.

5.1 Aladdin: Parent/ Guardian Role

Parents/ guardians will use the Aladdin Connect app to notify your child's teacher of any of the following:

- Changes in family situation/ family emergencies



- Medical issues that arise or change
- Safety issues
- Absences/ late arrivals/ early collections
- If a different adult will be collecting your child (under no circumstances will your child be dismissed to a different adult unless we have prior knowledge of that arrangement)
- Concerns centered on your child's learning
- If homework becomes problematic
- To arrange a meeting
- Provide permissions for activities including: school tours/ school choir/ educational outings/ taking of photographs for ClassDojo or school website, etc.

5.2 Aladdin: Teachers Role

Teachers will use Aladdin to notify parents/ guardians of any of the following:

- To communicate/ address learning or behavioural concerns
- To arrange meetings with parents
- To notify you of minor accidents/ injuries
- To seek consent for going on outings, joining the choir, etc.

6. Informal

- Class Dojo including the main school page for updates on school events and individual classroom pages for updates on homework and learning activities
- Phone calls
- Emails
- School website
- Communication Journals to communicate daily with families of children with Special Educational Needs (SEN)
- Regular newsletters from the Principal Irene Quinn to keep parents up-to-date with school events, holidays and school concerns
- Brief chat at dismissal time (if required)

6.1 ClassDojo

The ClassDojo app is used as an informal communication tool to share whole-school celebrations, events and news with parents/ guardians. The main school page helps keep families informed and engaged in school life by providing quick updates and reminders in an accessible and user-friendly way. Class teachers also have individual classroom pages that:

- Show parents/ guardians glimpses of classroom life through photographs and videos
- Update you on any news from the class e.g. assemblies, class awards, requests for art junk art materials etc.
- Send reminders about classroom and school events such as class meetings, celebratory days, school outings, general reminders, etc.
- Communicate a homework schedule for the week which will be posted each Monday by all class teachers

Photographs and videos posted on ClassDojo will only be done so if parents/ guardians have given permission on Aladdin for this to happen. ClassDojo must not be used by teachers and parents as a messaging tool between home and school for anything related to a child's progress/ absence/ difficulty in school/ illness/ difficulty in school. If a message is sent by a parent in relation to this, teachers will redirect parents to send the message via



Aladdin where formal communication on the matter can take place.

6.2 Phone Calls

On occasion, it may be necessary for your child's teacher to speak to you by phone from the school's landline or from a private number. The personal phone numbers of teachers will not be shared. Equally, parents might need to get a message to a class teacher quickly during school hours. If a message is sent via Aladdin during this time, the teacher may not see it. A phone call to the school's office will enable the school secretary to pass any important and urgent messages to the teacher in a prompter way. The school's phone number is: 01-4514151.

6.3 Emails

Teachers might opt to use their school email address to communicate informal updates to parents who can then reply to this email. Parents can also email the school email address: scoilcarmelns@gmail.com for informal communication in limited circumstances, such as providing quick clarification of general school queries. However, emails to this address or the individual teacher email address are not suitable for sensitive issues or detailed discussions and such communication should take place via the Aladdin Connect app.

6.4 School Website

The school website: www.scoilcarmeljns.com supports strong home-school links by providing parents and the wider community with access to key information about school life, including news, events, policies and updates. It serves as a central point of communication, helping to keep families informed and connected with what is happening in the school. Any photographs of children shared on the website are only published with prior parental permission, which is recorded securely on the Aladdin system, ensuring that all data is handled appropriately and in line with school policy and data protection requirements.

6.5 Communication Journals

Communication journals are used for children with SEN as an informal, daily link between home and school to share brief updates on the child's day, routines and progress. It supports consistent communication, helps parents and teachers stay informed and provides a quick way to share important information or observations that support the child's learning and wellbeing.

6.6 Newsletters

Regular newsletters from the Principal Irene Quinn help maintain strong home-school links by keeping parents informed and engaged with school life. They provide clear and timely updates on upcoming events, school activities, holidays and any important notices or concerns. By sharing this information consistently, the newsletters support open communication, ensure families are well informed and help reinforce a sense of connection between home and school.

6.7 Brief Chats

Brief chats at dismissal time may take place if needed to share quick updates or address minor issues, but these conversations must be respectful, brief and mindful of the teacher's supervision duties and the safe dismissal of all pupils. Staff are not in a position to engage in detailed discussions at this time and sensitive or complex matters should not be discussed in this setting. This type of communication is not appropriate before school as teachers are focused on preparing for the school day and supervising incoming pupils. If a



more detailed discussion is required, parents are encouraged to request a formal meeting through the Aladdin Connect app, ensuring that the matter can be addressed fully, appropriately and at a mutually convenient time.

7. Pupil Mobile Phones

Personal mobile phones are not permitted by the pupils in Scoil Carmel. This aligns with [Circular 0044/2025](#) and the developmental needs of our junior pupils (ages 4–9). Parents requiring urgent contact during the school day should telephone the school office. Mobile phones may be used for medical reasons only under supervision of an adult. Permission must be sought from the Principal in advance.

8. Appropriate Times For Communication

- Communication between home and school should only occur **between 8.30am and 4.30pm on weekdays during term time only**
- If you message a teacher via the Aladdin Connect app during school hours, they may not see it until after school finishes (9.00am – 2.40pm)
- If your message is urgent, please contact the office via the school landline so that our school secretary can pass the message to your child's teacher during the school day
- Brief chats should not occur in the morning when your child's teacher is collecting the class. They will not be able to give you their full attention at that time. Teachers cannot adequately supervise his/ her class while at the same time speaking to a parent/ guardian. It is also difficult to be discreet when so many people are standing close by.
- Please be mindful that our classrooms very busy places. Teachers will endeavour to replay as promptly as possible but in some instances, it may take a teacher a couple of days to respond to you.
- There may be occasions where a parent is trying to contact the school by phone and/ or email and are not receiving an immediate response. Our school and school office are very busy places and staff are engaged in a variety of tasks around the building. We ask for patience during these times.

9. Procedures For Parents To Initiate Communication With The School

- Your first point of contact to discuss any issues or concerns should always be your child's class teacher
- If a parent/ guardian wishes to consult with a teacher, he/ she can send a message via the Aladdin Connect app to make an appointment
- On some rare occasions an urgent message will need to be communicated to the class teacher, so the parent/ guardian can call school office so that our school secretary can pass the message to your child's teacher during the school day

10. Respectful Communication

All members of the school community are expected to communicate respectfully, in line with the values set out in the school's [Bí Cineálta: Anti Bully Policy](#). Online communication (ClassDojo, email, messaging) must comply with the school's Acceptable Usage Policy. Concerns about disrespectful or harmful communication, including online bullying behaviour, will be addressed under the Bí Cineálta procedures

At Scoil Carmel JNS, we are committed to maintaining a safe, respectful and positive environment for all members of our school community. We ask that all communication between home and school reflects these values and is always conducted in a respectful and



professional manner. School staff work hard to support the wellbeing and learning of every child and we expect that they are treated with courtesy and respect in all interactions. This approach helps to ensure a positive partnership between home and school, which is essential for your child's education and development.

We also expect that all parents/ guardians are treated with the same respect and courtesy by the staff of Scoil Carmel JNS. If a parent/ guardian has any concerns in this regard, our Grievance Procedure can be found on the policies page of the school website and outlines the steps to follow: <https://www.scoilcarmeljns.com/policies>.

11. Link With The Acceptable Usage Policy

This Communication Policy should be read in conjunction with the school's Acceptable Usage Policy which can be found on the policies page of the school website: <https://www.scoilcarmeljns.com/policies>. All members of the school community are expected to use online communication platforms, including Aladdin, ClassDojo, school website, WhatsApp and other forms of social media, in a respectful, appropriate and responsible manner at all times, in line with both policies.

12. Timetable for Review

This Communication Policy is set for review in the school year 2027/ 2028, unless there are significant changes in communication methods adopted by the school, in line with developments in GDPR, software, or technological innovation.

13. Ratification

This policy was approved and ratified by the Board of Management on:

Signed: Natasha O' Neill

Date: 09/06/2026

Chairperson

Signed: Irene Quinn

Date: 09/06/2026

Principal