An Scoil Chuimsitheach
An Bóthar Buí, Co. Chorcaí, P51 TK28

Boherbue Comprehensive School
Boherbue, Co. Cork, P51 TK28

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Communication Protocols for Parents/Guardians Contacting the School

- 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, email (office@boherbuecs.com) or telephone to arrange an appointment with school personnel.
- Parents/Guardians should not use the students' @bcs73.com account to email class teachers. The bcs73.com account is strictly to be used as a means of communication between teachers and students.
- If 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 necessary information and or to arrange an appointment to discuss an issue or concern relating to their child. office@boherbuecs.com 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 a 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.
- Fostering, developing and maintaining positive relationships is a core value of Boherbue Comprehensive School. Hence, all communication should be courteous and a solution focused approach adopted when addressing an issue or concern.
- Parents/Guardians should not ask staff for their phone numbers or email addresses.
- Parents/Guardians can contact their children during the school day via the school office.
- Depending on the issue involved Management may require that a parent/guardian come into the school for a meeting.
- One can appreciate that the school day is very busy, but all emails will be acknowledged.