

**DLSS Policy on Communications with Parents and/or Guardians**

#### Purpose

This policy outlines how staff will communicate with parents and / or guardians of students registered with the Disability & Learning Support Service (DLSS).

#### Scope

This policy applies to all students registered with the DLSS and their parents and / or guardians.

#### Policy Statement

The DLSS welcomes initial contact from parents and / or guardians of students interested in studying in DCU, especially when negotiating the CAO Supplementary Admissions Route.

Once the Semester begins, and your son / daughter has registered with the DLSS we are unable to disclose student information to you without the permission of your son/daughter.

Information about individual conditions or support provision will not be disclosed to, or discussed with, any individual outside the University, including a parent or guardian, without the consent of the student.

#### Roles and Responsibilities

A Student will need to give their consent to the DLSS in writing in order for us to communicate with a parent and / or guardian.

#### Related Documentation

The DLSS is also duty bound by Dublin City University’s [*Contact with Third Parties Policy*](https://www.dcu.ie/media/38631)*.*

#### Contact

Any queries in relation to this policy should be made to the following unit.

Disability & Learning Support Service

Room CG28

Henry Grattan Building

Email: [disability.service@dcu.ie](mailto:disability.service@dcu.ie)

Telephone: (01) 700 5927

#### Policy Review

This policy will be reviewed by the Head of the Disability & Learning Support Service every three years, or as when required.

#### Version Control

Version Control box - last updated December 2020