



# **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](#).

## **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.

### ***Accessible Version:***

If you require a Word version of this document please click [HERE](#)

## Version Control

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