

School Communication Policy

Introduction: This policy has been established to provide clear procedures for parents and carers (referred to herein as parents) when seeking school-related information or communicating concerns. The school encourages an open and transparent dialogue between parents, teachers, and staff.

Purpose: Parents or other members of the school community may approach the school for various reasons, including but not limited to:

- Discussing the academic progress or welfare of their child.
- Expressing concerns about the actions of other students.
- Inquiring about school policy or practice.
- Providing positive feedback or compliments.

Objectives: These guidelines aim to:

- Support class programs and student learning.
- Outline expected processes for community members and staff, ensuring concerns are handled openly and fairly.
- Respect and uphold the rights of students, teachers, and parents.
- Support the sensitive and confidential resolution of matters.
- Facilitate outcomes or resolutions in the best interests of the children involved.

Communication Channels:

- Parents are encouraged to make appointments with appropriate staff members to discuss concerns.
- Email is the preferred method of contact with the school office to manage high volumes efficiently.
- The Teacher Meeting Request form on the school website can also be utilized.

School Office Protocols:

- All parent inquiries will be addressed to the school office.
- Parents should not access classrooms or the playground during school hours without prior approval from the teacher.

Important Notes:

- Parents must not attend classrooms without a prior appointment.
- All inquiries should be directed to the school office.
- Parents and visitors must sign in at the school office when entering or remaining on school grounds during school hours.
- Directly approaching another person's child is not permitted.
- When emailing or meeting with teachers and school staff, parents are encouraged to be calm, raise concerns early, and allow sufficient time for follow-up and response.

Social Media Usage:

- Parents and staff should refrain from sending emails or posting comments with the intent of scaring, hurting, defaming, or intimidating others.
- UAE laws regarding online defamation of character apply, and severe consequences may result from such actions.

These guidelines aim to foster a positive and constructive partnership between the school and parents, ensuring effective communication and a supportive learning environment for all.

This Policy is issued on 3rd of January 2024