



## Parents Communication Policy

### Introduction:

At Shakespeare International Academy we strive for a strong and positive sense of school community where staff, parents and students feel they belong. We believe that good communication between the school and the home is essential. Students achieve more when schools and parents work together. Parents can help more if they know what the school is trying to achieve, and how they can help. This provides a strong foundation upon which to deliver the best possible learning outcomes for our children.

### Aims:

To ensure that Shakespeare International Academy are thriving, successful school, we must communicate effectively with each other, with our students, with their parents and with other members of the wider community. We aim for communication between all members of the school community to be open, clear, professional, timely and appropriate. Effective communication enables us to share our aims and values through keeping parents well informed about school life. This reinforces the importance of the role that parents play in supporting the schools in educating their children.

### Policy Statement

#### • Principles:

- Communicating with stakeholders, particularly parents, is a core part of what we do, not an afterthought.
- We will always try to share as much information as possible about any issue.
- If we cannot share information we will explain why.
- We will endeavor to work as transparently as possible by offering clear explanations for major decisions.
- We will communicate in a timely fashion within agreed time-frames and try to avoid parents receiving information about the school from other sources first.
- We will use methods of communication most effective and appropriate to the context, message and audience, this includes communication in both English and Arabic.
- We will communicate in a voice which is courteous, jargon free and warm.
- We maintain an environment where people feel their views are valued and respected and where they feel they have been heard.
- Where information relating to the school is available in the public domain, we will direct people to it.
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- We will do our best to communicate with all sectors of the school community.

#### • Communication strategies:

We recognize that the establishment of effective school-home communication has grown more complex as society has changed. This means that it is not possible to rely on a single method of communication that will reach all homes with a given message. It is essential that a variety of strategies are used and adapted to the needs of particular families and their schedules. We also strive to send Arabic and English versions where possible to meet the needs of our community. This includes:

- SMS alerts
- Important notifications on Google classroom.

- Weekly newsletter on learning for the next week sent every Thursday
- Parent newsletters, Flyers and notices
- Regular 3-way child/parent/teacher conferences
- Parent drop-ins
- Personalized phone calls
- Notes in student diaries

The school has a range of staff who will facilitate effective communication between home and school.

• **Communication Commitments:**

- **Email:** Staff will endeavor to respond to emails usually within 24 hours, but during exceptionally busy periods, this may take 48 hours. Teachers are not permitted to answer emails during teaching time.
- **Telephone Calls:** Telephone messages for staff should come through the main Reception and will be passed on the day they are received. Office staff should not interrupt teaching for staff to answer a telephone call. Staff will endeavor to call back within 24 hours. Staff are not permitted to use their own mobile phone to call parents.
- **Letters:** Staff will respond to parents' letters within 48 hours (2 school days). Any letter of complaint must be referred to the principal immediately and will follow the Complaints Procedures. Formal letters to parents must be approved by a Senior Management member before they are sent.
- **Social Networking Sites:** Designated Administrative staff are the only staff members permitted to communicate via social networking. Teachers are not permitted to communicate with parents or pupils via social networking sites or accept them as "friends".
- **Student diaries/planners/work:** Teachers or designated learning assistants will endeavor to read diaries daily. Short comments will be made as appropriate but for longer messages, a telephone call will be made, or an email will be sent.
- **Meetings with staff:** Staff will always try to be available for short 'chats' at the start and end of the day and will be as flexible as possible in accommodating urgent requests for meetings. For longer meetings, often, it is best to make an appointment. Appointments can be made through the main Reception.

**Roles and Responsibilities:**

**Senior management team (SMT) will:**

- Ensure information is made available to staff and parents in a timely manner and via appropriate channels, where practicable face to face
- Ensure that staff have the relevant information available to communicate with colleagues, parents and students effectively
- Make themselves available for open channels of two-way communication and to listen to feedback and comments
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**All staff will:**

- Communicate regularly with each other, preferably face to face, to ensure information is available and understood within the context of the classroom and working environment.
- Ensure they keep themselves informed of information in order to be as effective as possible in their role and to support their work within the school.
- Make themselves available for open channels of two-way communication in order to keep parents, students and colleagues informed.

الرؤية: إعداد جيل متسلح بالأخلاق والعلم والمهارة مؤثرا في مجتمعه .

Vision Preparing a generation armed with morals, knowledge, and skill, influential in the community.

الرسالة: نلتزم بتقديم خدمة تعليمية متميزة ذات جودة عالية لتنشئة جيل يحمل من المعرفة والمهارة متسلحا بمبادئه السامية منفتحا للثقافات الأخرى آخذين بعين الاعتبار الفروقات الفردية  
Mission: We are committed to provide unique and high-quality educational services to make a generation that carries knowledge and skill, armed with noble principles, open-minded to other cultures. considering all individual differences

Parent are asked to:

- Inform the school if contact details change
- Maintain frequent, positive communication with the school
- Communicate with the school the reason for a child’s absence on the first day of the absence
- Raise any questions with the class teacher before making an appointment to see a member of the Leadership Team
- Raise questions or concerns as quickly as possible to avoid unnecessary confusion of anxiety
- Maintain confidentiality by avoiding discussing concerns with other parents, particularly if it involves other children
- Refrain from naming teachers or children on social networking sites

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Reviewed by	School Principal	
Approved by	Board of Directors	