

Communication Policy

2024-2025

Approved by:	Mr. Youssef Fares Mrs. Reham Taher	Date: September, 2024
Prepared by:	School Administration and Academic teams	
Next review due by:	July 8, 2025	

Introduction

Good communication between the school and the home is essential. Children 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. In our school, we aim to have clear and effective communications with parents and the wider community. Effective communications enable 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 school in educating their children. The objective of this policy is to ensure that all parents and teachers understand the procedure for communicating issues, which affect the education of the children. Teachers have a need to communicate with parents at regular intervals, and parents are invited to communicate with teachers whenever it may be required.

We communicate with parents through a range of different strategies; face to face communication, emails, phone calls, one to one meeting, orison (the school portal). Each year we provide termly reports to parents on each child's progress in the various areas of learning from KG to 12. Also we send written comments on the students performance to parents via emails.

The school portal contains an extensive range of information, giving parents a full picture about what kids are doing in our school. We update these regularly with information for the week ahead, important dates and home learning.

Public access documents

The school makes available a range of documentation for parents. We keep a master set in the school office, and we make this available on request. It contains copies of all school policies, code of conduct and general communication documents.

Home-school communications

As well as receiving reports, parents are invited to 'Parent-Teacher meetings' at least three times per year. Parent Orientation evenings and subject workshops on 'how to help your child at home' are conducted early in Term 1. All of these opportunities give parents the chance to celebrate their child's successes and support the child with any areas of development. Parents are able to look at their child's work during these meetings. We encourage parents to contact the school if any issues arise regarding their child's progress or well-being.

The school sends a weekly update of events and announcements and termly newsletters to parents via messages or upload this on the school social media channels. It contains general details of school events and activities.

Where possible, all communication from the school is electronic in the form of email and SMS.

Throughout the year all teachers provide information to the parents via Orison, important dates and trips circulars. We invite parents to support their child's work through a range of suggested activities to be shared with the child at home. The school encourages parents to share any issues about their child at the earliest opportunity. Teachers see parents immediately, if at all possible. Where this is not possible, the parent makes an appointment. Regular Parental workshops are held throughout the year to equip parents with tools to help extend learning at home. If a child is absent from school for two consecutive days, and we have had no indication of the reason, we contact a parent by telephone/message, to find out the reason for the absence.

Social Media

Parents or staff should not send emails or post comments with the intent of scaring, hurting, defaming or intimidating someone else. Parents and staff are reminded that in the UAE there are extreme consequences for online defamation of character of person or organization.

Key provisions relevant to schools - excerpts of Federal Decree-Law no. (5) state:

21	Invasion of privacy, including photographing others, or creating, transferring, disclosing, copying or saving electronic photos (just taking a photo or video of someone without their permission, or saving a photo they have posted, is enough). Defamation. Publishing news, photos, scenes, comments, statements or information, even if true and correct. Amending or processing a record, photo or scene for the purpose of defamation of or offending another person or for attacking or invading his privacy.	Up to 6 months' imprisonment +/- fine of AED 150k – 500k
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Acceptable means of communication between parents and teachers:

All legitimate and fair concerns need to be addressed between parents and teachers in the following manner:

- A polite telephone call via the school office.
- A polite letter or note in the learner's communication book or homework diary
- A pre-arranged meeting at the school
- Where confidential or sensitive information is communicated, it must be sent in a sealed envelope to the recipient
- Telephonic contact via the school office is acceptable provided that parents understand that teachers cannot return calls immediately. Calls will be returned as soon as possible
- The school secretary will convey to the parents from the head of department or the teachers the approximate expected time of the return call
- If the head of department or the teachers failed to address the parent query then there will be arranged appointment with the vice principal.
- When dealing with an issue, the appropriate channels must be followed. In this regard, refer to sub-heading 'Channels'.

Unacceptable means of communication between parents and teachers:

- Communication which is demeaning and derogatory in nature
- Notes on scrap paper will not be accepted nor responded to
- Interviews will not be conducted without a prior appointment
- Rude remarks in the communication book or homework diary are unacceptable and will not be tolerated
- A parent should never contact a teacher on his/her cell phone or home telephone as the process of communication has to be formal and monitored by the school
- Meetings will be arranged at times that suit both parties. Where either party is unable to attend the interview, the other party needs to be notified timeously. Should the interview be missed an appropriate apology to the other party must be offered

Teachers will endeavor to:

- Listen
- Remain calm and professional
- Respect the parents and their concerns
- Meet the needs of the child first
- Never victimize a child after a meeting
- Return calls asap
- Make themselves available
- Provide professional follow up should it be required
- Keep appointments
- Use a sealed envelope for contentious/sensitive replies to parents

Teachers will not:

- Accept verbal abuse
- Discuss children or their parents in public areas
- Accept parent's excuses for the child's responsibility
- Be rude in response to parents
- Ignore messages (if they are received)
- Victimize children
- Ignore genuine concerns
- Tolerate classroom interruptions
- Wait more than 10 minutes from the allocated time for appointments
- Respond to anonymous letter

Parents will endeavor to:

- Recognize and respect the professional status of teachers
- Treat teachers and admins with respect at all times, particularly in the presence of children
- Communicate with teachers and admins in a courteous and dignified manner
- Avoid discussing their individual concerns with other parents or third parties
- Refrain from entering the teaching areas during school time, unless invited to do so for purposes of a pre-arranged meeting with a teacher. In all instances, a parent must first report to the school's reception
- Keep appointments

Channels for addressing concerns: (can include time lines for responses)

1. Send email to the teacher through communicate on Orison or to the section supervisors/Head of departments, all emails are stated below
2. Call the school office or the section supervisor to pass their concern
3. Arranged meetings by filling the form with the school secretary
4. Parents- teachers meetings
5. School office hours with senior/ middle leadership teams every Thursday
6. Official school WhatsApp channel

If, in relation to a particular matter, a parent believes that it would be inappropriate to follow the aforesaid channels, the parent must discuss the matter with the principal who will then decide on the process to be followed.

Important email addresses:Heads of Departments:

Arabic: arabic-hod@alkamalhalwan.com

English: english-hod@alkamalhalwan.com

Math: math-hod@alkamalhalwan.com

Science: science-hod@alkamalhalwan.com

Islamic/Social/Moral: islamic-hod@alkamalhalwan.com

P.E/Art: pe-hod@alkamalhalwan.com

SEN Coordinator: heba-hr1305@alkamalhalwan.com

Section Supervisors:

KG: kq.section@alkamalhalwan.com

Junior: primary.section@alkamalhalwan.com

Girls 5-8: girls.section2@alkamalhalwan.com

Girls 9-12: girls.section@alkamalhalwan.com

Boys 5-12: boys.section@alkamalhalwan.com

Administration:

IT Admin: admin@alkamalhalwan.com

School secretary: info@alkamalhalwan.com

School nurse: nurse@alkamalhalwan.com

Bus coordinator: alrashid.mah@alkamalhalwan.com

Vice Principal: vp@alkamalhalwan.com

Principal: principal@alkamalhalwan.com