




# المدرسة الهندية العالمية الخاصة INTERNATIONAL INDIAN SCHOOL

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## Stakeholder Communication Policy -AY 2026-2027

<b>Ratified</b>	April 2026
<b>Next Review Date</b>	March 2027
<b>Policy Type</b>	School
<b>Reference</b>	HR Manual & School Guidelines
<b>Related Policies</b>	Child Protection & all other relevant policies
<b>Review Frequency</b>	Annually
<b>Committee Responsible</b>	School Leadership Team
<b>Chair Signature</b>	 PRINCIPAL Ms. Qurat Ul Ain

## **School Mission and Vision**

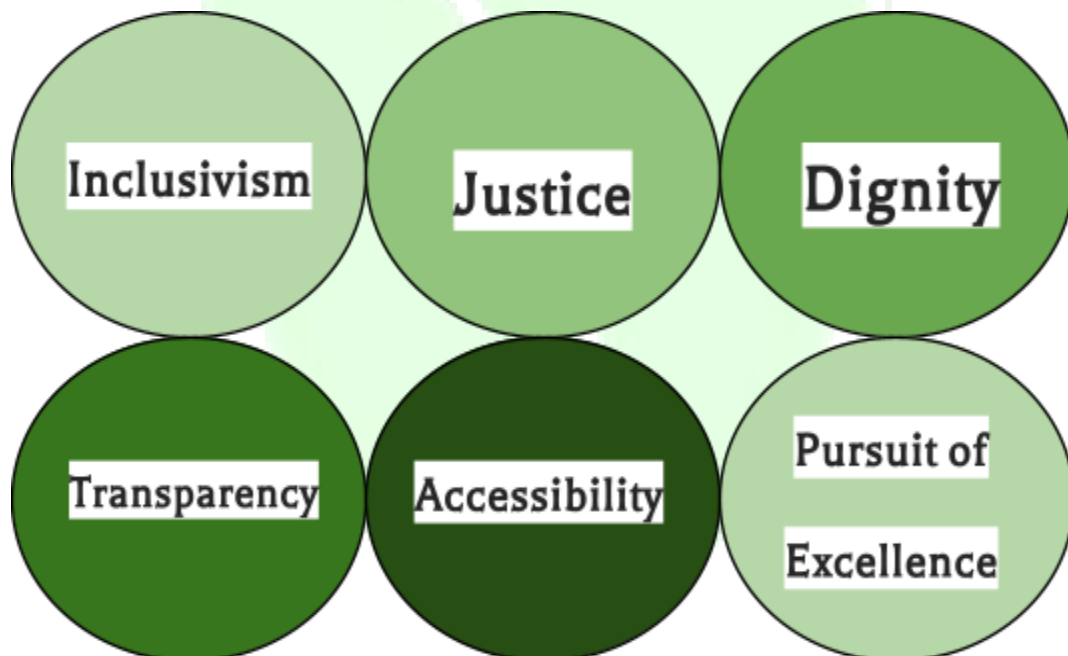
### **Our Vision**

The school envisages learning as a communitarian process of imbibing education from the natural, academic, social and technological ecosystems created around the institution of school.

### **Our Mission**

We strive to provide a new model of education for the expatriate children in the UAE in a culturally inclusive, technologically effective and ecologically sensitive way in a cosmopolitan environment.

### **CORE VALUES**



## **Purpose**

This policy defines the framework for clear, consistent, transparent, and timely communication between the school and all stakeholders, including students, parents, staff, leadership, and corporate officials. It aims to strengthen collaboration, ensure informed decision-making, and support student learning and wellbeing.

## **Scope**

This policy applies to communication between:

- Students
- Parents / Guardians
- Teaching and Non-teaching Staff
- School Leadership
- School Management / Corporate Body
- External agencies and partners (where applicable)

## **Guiding Principles**

- Transparency and accuracy in communication
- Timeliness and relevance of information shared
- Professional and respectful tone at all times
- Data privacy and confidentiality compliance
- Two-way communication and feedback culture
- Inclusivity and accessibility of communication channels

## **Communication Channels**

The school will use multiple official channels, including:

- School ERP / Parent Portal /LMS platform (as applicable)
- Official emails and circulars
- School website and announcements
- Parent-Teacher Meetings (PTMs)
- Staff meetings and internal communication systems
- SMS/WhatsApp broadcast (official groups only)
- Newsletters and reports
- Face-to-face meetings (by appointment)

## **Stakeholder-Specific Communication**

### **Students**

- Daily academic communication through teachers
- Behavioural and wellbeing updates through counsellors/class teachers/Section Heads
- Assembly and classroom announcements

## **Parents**

- Academic progress reports and assessments
- Behavioural and wellbeing updates when required
- Circulars, notices, and school updates
- Scheduled PTMs and individual meetings

## **Staff**

- Internal circulars and emails from leadership
- Departmental meetings and professional briefings MOMs
- Policy updates and training communications

## **Leadership**

- Strategic communication with staff, parents, and management
- Review reports, compliance updates, and operational feedback

## **Corporate / Management**

- Periodic academic, operational, and compliance reports
- Strategic updates and performance dashboards
- Audit and inspection-related communication

## **Communication Protocols**

- All official communication must be routed through approved school channels
- Informal or personal communication channels are not considered official school communication
- Sensitive matters must be escalated through proper hierarchy
- Response timelines will be maintained based on urgency and nature of concern

## **Confidentiality & Data Protection**

All stakeholder information will be handled with strict confidentiality. Sensitive student and staff data will only be shared on a need-to-know basis, in compliance with safeguarding and data protection expectations.

## **Feedback Mechanism**

The school encourages constructive feedback from all stakeholders through formal channels such as surveys, meetings, and designated communication points. Feedback will be reviewed and used for continuous improvement.

## **Crisis Communication**

In case of emergencies or critical situations, communication will be centralized through school leadership to ensure accuracy, consistency, and timely dissemination of information.

**Review of Policy**

This policy will be reviewed annually to ensure alignment with school needs, regulatory requirements, and best practices in stakeholder engagement.

