



## COMMUNICATION POLICY

### Rationale:

The Delhi Private School, RAK aims to ensure that communications between all members of the school community are clear, professional, timely and appropriate. This policy aims to provide procedures that will result in a harmonious school community with parents, staff and students all working together

### Aims:

- To keep all students, parents and staff well informed.
- To establish guidelines and clear structure for communication for various purposes.
- To ensure that the rights of students, teachers and parents are respected and upheld.
- To assist parents and school staff in organising a time to communicate in a safe and confidential atmosphere.
- To be open, ethical and professional.

### Procedures:

#### Internal Communication

#### 1. To staff

- For any instant urgent communication to be made, it can be face-to-face, via WhatsApp or through email.
- Communications that are not time-sensitive but important must be made through emails so that they can be referred to at any point.
- Communications that are of medium to low importance can be made during the briefing /debriefing sessions or by email depending on the situation.
- Communication involving sensitive data should be on a need-to-know basis. Only specific relevant staff should receive the communication which can be either face-to-face or email depending on the sensitivity of the issue.
- As per the 'Acceptable Use of Technology Policy', staff should never share logins and/or passwords of computer accounts, email accounts or their mobile phones.
- Weekly staff meetings with their subject heads and section heads are conducted wherein the weekly briefings are discussed.
- Staff is expected to read their emails daily and respond to them timely; however, they are not expected to respond at the time of their lessons.

#### 2. To students

- Most of the communication with students is verbal and can happen during circle time and assemblies including lessons.
- Staff uses written communication with students in their diaries, as comments in their works, and posts on TEAMS. Staff should carefully consider the size and font of texts, a contrast of colours (text/background), avoid placing images behind texts that affect the readability of a text, ensure the handwriting is easily legible and consider the layout. Information should be easy to find. The Marking & Feedback Policy should be respected.

- TEAMS homework and tasks in lessons should be posted in the assignment section and all learning materials uploaded in the FILES section of TEAMS.

**External Communication**

**3. To parents**

As circumstances require the communication with parents may include

- For informal meetings parents can contact teachers, school leaders or administrative staff with prior appointments through email or phone calls. No parents will be allowed to meet teachers during formal teaching time between 7:35 a.m. to 2:10 p.m.
- Parents who wish to talk to teachers or school leaders can call the reception. The call will be either transferred to the respective staff member or the call will be returned before the end of the school working day.
- If a parent wishes to communicate with their child’s teacher, they should write a note in the school Almanac. Alternatively, an email or WhatsApp can also be sent to the teacher or school leaders which will be acknowledged within 24 hours and responded to with action taken within 24 hours.
- Parents across the school get the opportunity to meet the school leaders and share their opinions about the school's functioning as well as raise concerns during the Coffee morning/afternoon. This platform encourages transparent communication amongst both parties. In addition to this, they can come and meet the concerned leaders after taking prior approvals. However, if the matter is serious, walk-ins are permitted.
- Through the Parent forum, parents get an opportunity to get involved with the school’s activities, can raise issues, can be consulted on school policy and give their views. The forum meets once in two months throughout the academic year and the meeting is chaired by the school principal.
- Parents are notified about the activities conducted by the school throughout the month through the monthly edition of the newsletter.
- Parent Teacher meetings are conducted at the end of each term to communicate school expectations, the child’s progress and the child’s learning needs.
- Through the school CLP platform and TEAMS channels parents are regularly updated about circulars, school activities, social media posts, assessment and assignment schedules and other important school information. Further to this, important information is uploaded on school social media ie Facebook, Twitter and Instagram.
- All authorizations requested from parents are done so via Microsoft Forms or emails as per the situation (school trips/visits, registrations, data usage, etc).
- Parents must communicate with the concerned authorities in school regarding absence through diaries, e-mails and leave application forms.

**Additional Points**

- For any group communication to parents in writing staff is required to take approval from the leadership team.
- Staff must put all parents in Bcc when sending group emails and must follow the data protection policy.
- Staff must not communicate with parents on social media.
- For any calls to be made to parents’ staff must use the school number and phone.
- Staff must refrain from commenting on political or religious beliefs.
- If in doubt, staff must consult with the leadership team.

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