



## Communication Policy

### **Our Vision Statement: An inspiring and inclusive community hub, leading global citizens**

Effective communication is key in order to facilitate a well-coordinated, thriving and successful school; be it to staff, students, parents or with other members of the wider school community. GEMS Metropole School aims to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

### **Aims**

- To ensure that staff, students, parents, and other stakeholders are kept well informed
- To ensure that there is a clear structure outlining which form of communication is to be used for each purpose
- To use the method of communication that is most effective and appropriate to the context; message and audience
- To be open, honest, ethical and professional
- To use jargon free, plain language and be easily understood by all
- To action communications within a reasonable time – maximum 24 hours
- To be compatible with the core values of the school

### **Procedures**

#### **Internal Communication – to Staff**

(a) **Time-Sensitive, Communications of High Importance** – From time to time an important and urgent message may need to be relayed to staff. In this case the communication must be made as a face-to-face communication, or if to a wider audience by means of a mobile phone message using one of the WhatsApp groups (limited to working hours only).

(b) **Non-Time-Sensitive Communications of High Importance** – If the communication is not time-sensitive it should be sent by email which ensures a lasting record of the communication made for reference.

(c) **Communications of Low to Medium Importance** – These may be made either by the briefing email via the PA to the Principal or via 1:1 email, depending on the circumstances and how many staff need to receive the communication.

(d) **Communications Involving Sensitive Data** – These should be kept to a 'Need to Know' basis. Points (a), (b) and (c) apply, however, only specifically relevant staff should receive the communication, and face-to-face communications are preferred.

Additional Points to note:

- As per the 'Acceptable Use of Technology Policy', staff should never share logins and/or passwords to computer accounts, email accounts or their mobile phones.
- WhatsApp and emails should be sent between the hours of 06.00 and 18.00, there will be no expectation for a response to any emails or WhatsApps sent out of these times.
- An internal *Email Briefing* is sent out three times a day that contains useful information; staff should make a point of reading this properly at the earliest possible moment. In addition, weekly morning





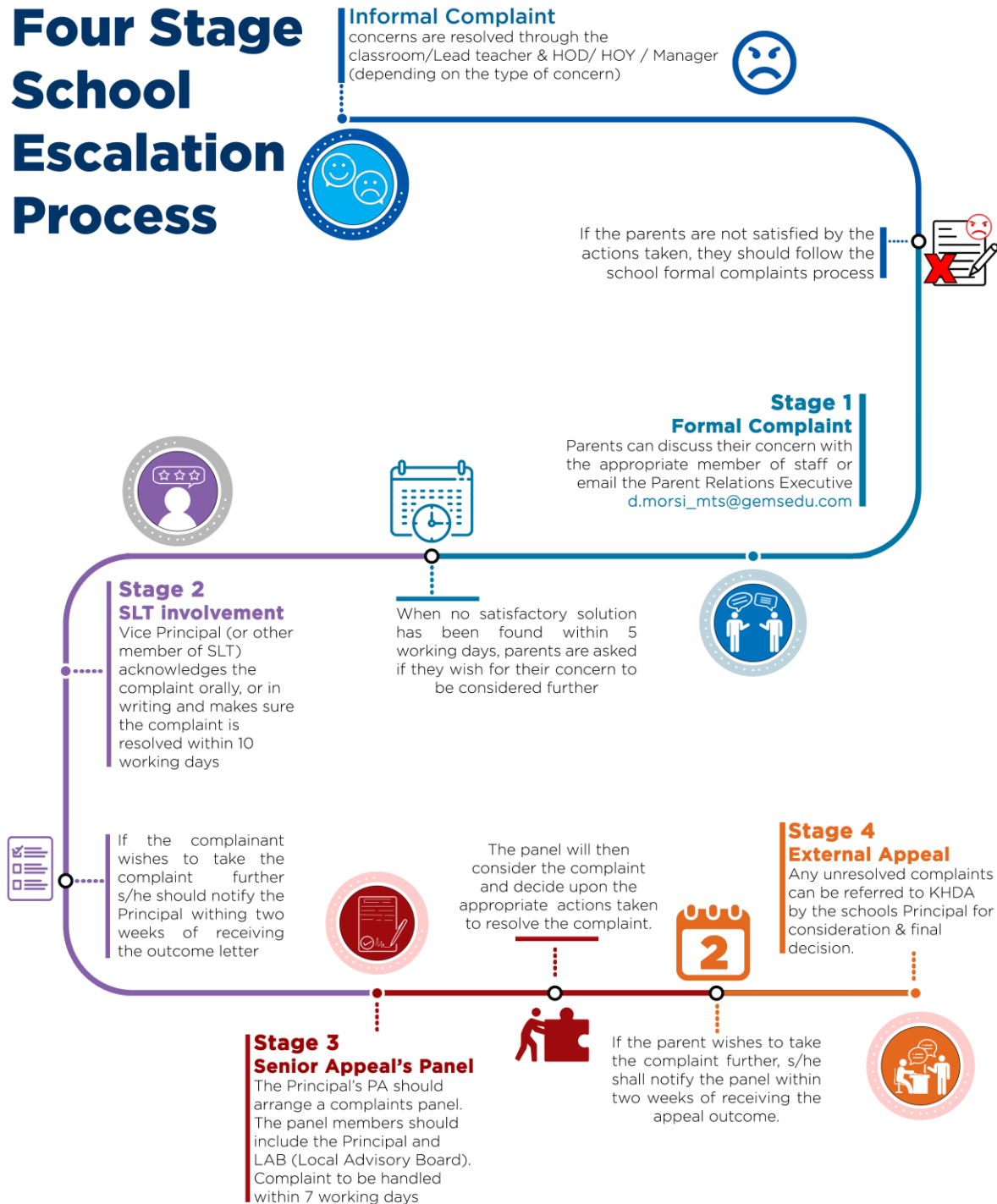


- The Assistant Head Teachers and Deputy Head teachers will be the next point of contact, after the Class/Lead Teacher and the Year Group Leader.
- Any unresolved concerns will then follow the complaints procedure policy.

The following flow-diagram illustrates the chain of events:



## Four Stage School Escalation Process





**General Concerns and Complaints** – The Complaints Policy should be referred to and adhered to.

Additional Points to note:

- Parents should familiarise themselves with the escalation and complaints policy regarding communications outside of the school site. They should specifically keep in mind that concerns or doubts over the sons/daughters of other parents should be addressed to the school (not directly to other parents), that school matters should not be discussed off-site in person, by phone or use of social media, and that the complaints procedure should be adhered to and open forums discussing complaints should not be created.
- Concise and objective communications are appreciated owing to the busy schedule of staff.
- When parents are making communications they are encouraged to consider the global needs of all

### **Structures in place to facilitate open communication & consultation with parents**

- Parent/teacher meetings
- Termly written school reports
- IEP meetings
- Written communication
- Monthly Happy Meets for existing parents who would like to voice concerns, share ideas and ask questions
- Meet the Principal for prospective parents to learn about the school
- Weekly newsletters keep parents up-to-date with school events, holidays and school concerns
- The school website is a source of information
- Homework diary
- Parents are invited to events throughout the year e.g. Sports Day, productions and concerts
- Lunch with Nav – monthly opportunity for students to ask questions and share ideas with the school Principal
- Social Media – Metropole Live

**It is vital that the school is immediately informed if family events/situations occur that cause anxiety to your child and therefore may adversely affect his/her education**