



مدرسة جيمس متروبول  
**GEMS Metropole School**  
MOTOR CITY

# COMMUNICATION POLICY



Reviewed by	Mr. Naveed Iqbal	Reviewed Date	October 2025
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## **Our Vision Statement: An inspiring and inclusive community hub, developing future leaders**

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

### **Procedure**

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

- **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) or video call.
- **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.
- **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.
- **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.
- A daily internal briefing can be found on the MTS Central HUB
- A whole school face-to-face briefing is carried out first Monday of every month, with an additional Monday briefings once a month being split into the four schools.

- A staff professional development is held weekly on a Tuesday from 15:30 – 16:30.
- Staff should check emails regularly; at least two times daily including the first hour before teaching. Staff should respond to emails within 24 hours.
- When sending emails information should be kept as concise as possible with links or attachments made available if expansion on points is thought useful.
- Staff should only email the person they wish to receive a response from and should refrain from Cc and Bcc staff members who do not need to directly respond. If the receiver does not respond then a line manager will be copied in to the follow up email.
- Teams chat should only be used via a Team group during collaboration on a task, not as a main means of communication.
- WhatsApp should only be used for quick alerts and directives should be sent via email.
- The Middle Leaders SWAY (Newsletter) will be sent weekly to middle leaders.

### ***Internal Communication – to Students***

Communication between staff and students is necessary to facilitate the teaching and learning process.

- **Verbal Communication** – Majority of communication involving students is made verbally, however, staff should keep in mind that additional visual cues are often useful for EAL students or certain learners.
- **Written Communication** – Staff use the written form to communicate to students in a variety of ways including: presentations on the Interactive White Boards, printed task sheets, comments in exercise books, display boards and posts on TEAMS. In addition to the general points already stated, staff should carefully consider the size and font of texts, contrast of colours (text/background), avoid placing images behind texts that affect the readability of a text, ensure handwriting is easily legible and consider layout. Information should be easy to find. The Feedforward Policy should be adhered to as well as the learning environment policy.
- **Classroom** – Teams should be used to post all homework tasks as well as work to be engaged in during lessons when appropriate. Documents and resources should be saved on files and all other communication should be made on the ‘feed’; comments, subject content, videos, links, info graphics, etc.

### ***External Communication – to Parents/Guardians***

- **Short, Time-Sensitive, Communications of High Importance** – Short urgent messages should be made by telephone if the number of recipients is manageable. If not, messages should be sent via the SMS.
- **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.
- **Communications of Low to Medium Importance** – Staff may elect varying means of making communications of low to medium importance depending on the context; face to face, a general meeting, TEAMS feed, mention on the school website/social media or an alert on GEMS Connect.

- **Communications Involving Sensitive Data** – All communications to parents involving sensitive data should be made face-to-face, or in the case that this isn't possible by phone call. Staff should never address sensitive matters by email.
- **Authorisations** – All authorisations requested from parents should be done so via Microsoft Forms (school trips, residential trips, registrations, data usage, etc).
- **Follow up email with action points after a meeting** – Action points will be recorded during the course of the meeting and will be shared.
- **Whole School Communication** – any whole school message should be communicated on a Friday via the Parent Newsletter. In addition to this class/Lead teachers will send a weekly update to parents with key messages relevant to their child.

**Additional Points to note:**

- Staff should never send group communication to parents in writing before having it approved by the leadership team (Email or Microsoft Forms).
- Bulk emails to parents that are through the PRE must be sent 24 hours before publishing for checking and approval.
- Staff should never send emails to multiple parents without using the 'BCC' function.
- Staff should never communicate with parents (or students) via means of social media.
- When making phone calls to parents, only school landline or school mobile phone numbers should be used (no personal numbers).
- No political or religious beliefs should be promoted, and comments should be as balanced and impartial as the context allows.
- If a member of staff has concerns about communication, they must speak to their line manager or a member of SLT.
- Acknowledgement Ethics – All GEMS staff should respond to emails within 24 hours or the next working day.

***Parents are encouraged to:***

- Develop close links with the school
- Participate in meetings in a positive and respectful manner, affirming the professional role of the staff and all staff members in the school
- Collaborate with the school in developing the full potential of their children
- Share the responsibility of seeing that the school remains true to its ethos, values, and distinctive character
- Participate in providing constructive feedback to the school through opportunities such as Happy Meets, Happy Majilis Meets, class representative, and parent surveys.

### ***External Communication – to School (from Parents/Guardians)***

Parents should keep the school up to date with family circumstances which may affect the schooling of their son/daughter(s). In addition, parents are responsible to inform school should their child be absent for the day due to medical or other reason. The link to the absent form can be found in the teacher email. Please see the [attendance policy](#) on the school website.

Parents are able to contact the school and request a meeting should they have an issue that they wish to address. Parents should refer to the **escalation policy** to know which member of the team is the most appropriate person to help them with the specific issue.

Parents can choose to communicate with a specific member of staff via email, or face-to-face.