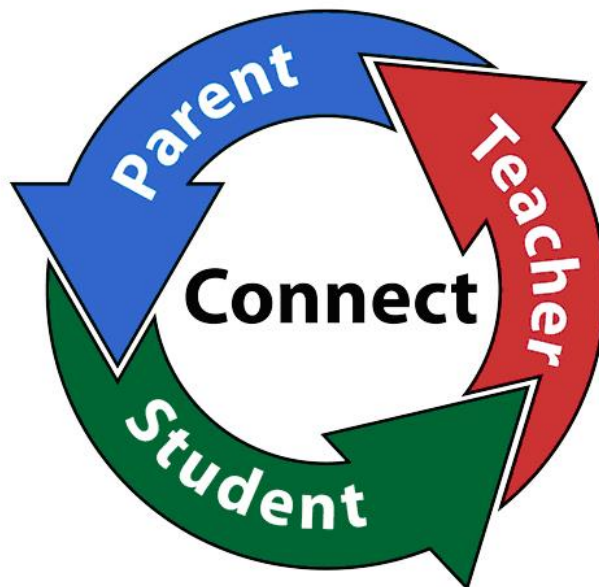




DUBAI GEM PRIVATE SCHOOL

STRIVE FOR EXCELLENCE



Parent School Communication Policy

Dubai Gem Private School is committed to providing a safe, inclusive and supportive educational environment. The school's communication policy ensures efficient and effective communication between teachers and parents and provides a clear framework for all stakeholders to work within the school community. Communication in all domains is critical to the wellbeing of the school community as a whole.

Aim

- To keep staff, pupils, parents, and stakeholders well informed
- To be open, honest, ethical and professional
- To provide a variety of communication and information channels for members of the school community
- To establish and implement protocols for acceptable and necessary communication between parents and the school community
- To respond positively to feedback, ensuring parents have the opportunity to contribute to the continued improvement of the school
- To commit to positive, proactive communication between staff, students, parents and the broader school community

Structures in place to facilitate open communication and consultation with parents

D6: The school uses D6 (school communication app) to share information and updates. All parents should download the app in order to receive regular updates from the school.

Telephone calls: Telephone contacts to the office from parents will be recorded on Parental Communication Sheet by office staff, Ms Rasha and will be conveyed to the appropriate member of staff.

Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

E-mail/Text: The school has an e-mail/text system which it uses for bulk communication with parents. Any communication that needs to be sent to parents using this system must be approved by the Principal. SLT should forward relevant emails from parents to the Principal. All e-mails requiring an answer should be responded to within two school days. E-mail communications concerning a child must be kept confidential.

Written Communication:

- The homework diary is a very important means of two way communication between the parents and teacher
- The termly Newsletter keeps parents up to date with the school events, activities and calendar
- Student report is shared twice a year on the parent portal– midyear and end of academic year

Meetings:

- An Induction meeting for new parents takes place in August/September each year
- Orientation for the parents is conducted on the first day of the academic year. At these meetings the Principal welcomes the parents and the teachers share school rules, routines, brief synopsis of curriculum content and their expectations
- PTMs are conducted four times a year

Parents of 'children of determination' will have the opportunity to meet with the child's teacher more regularly and review the IEP with the Inclusion Team.

The aim of these meetings is:

- To establish and improve communication between school and parents
- To let parents know how their child is progressing in school
- To inform staff on how the child is coping outside school
- To help teachers/parents get to know the children better as individuals
- To help children realise that teachers and parents are working together for their holistic development

Means of communication between parents and teachers:

All concerns of parents and teachers need to be addressed in the following manner:

- A telephone call via the School reception **or**
- A note in the student's homework diary **or**
- An email sent to the Admin. Dept on info@dubaigem.ae and the same will be forwarded to the teacher concerned
- Where confidential or sensitive information is communicated, it must be sent in a sealed envelope to the recipient
- Meeting requests via homework diary must be cordial and respectful without divulging information that could be harmful

- The first point of contact with parents are the Key Stage Leaders (KSL) / Senior Leadership team (SLT) who will address the concern or answer the query
- Telephonic contact via the School Reception is acceptable, provided parents understand that the staff cannot return calls immediately. Calls will be returned as soon as possible

Unacceptable means of communication between parents and teachers:

- Notes on scraps of paper will not be accepted
- Sending sensitive messages in the homework diary or anywhere else where children are able to view the information must be avoided
- Confidentiality will be observed by the Receptionist when making appointment
- Rude remarks in the homework diary are unacceptable
- Communication which is demeaning and derogatory in nature should be avoided
- Meetings will not be conducted without a prior appointment. Parents will meet the concerned staff members in the Meeting Room and not in the classroom
- A parent should never contact a teacher on his/her cell phone or home telephone unless expressly invited to do so by a teacher in a specific instance
- Meetings will be arranged at times that suit both parties. Where either party is unable to attend the meeting , it should be notified in time
- Parents are advised not to communicate with staff via social networking sites or invite them as 'friends'

Teachers will endeavour to:

- Meet the needs of the child first
- Return calls as soon as possible
- Reply to messages in the homework diary
- Keep appointments
- Use a sealed envelope for sensitive replies to parents

Parents will endeavour to

- Keep appointments
- Communicate with teachers and teaching assistants in a respectful manner at all times, particularly in the presence of children
- Avoid discussing their individual concerns with other parents and friends
- Refrain from entering the teaching areas during school time. In all instances, a parent must first report to the school reception

School Website: The school website provides an opportunity to share information and to promote the school to a wider audience.

Communication for a child who is unwell

By the Parent:

- Parents should inform the school if a child is absent or unwell through a phone call or a note.
- A fitness certificate needs to be submitted to the school doctor if the child has a communicable disease. The school doctor will assess the condition of the child and will take appropriate action.

By the Doctor.

In case the child is unwell/injured in the school premises, the doctor/nurse will inform the parent.

The doctor will issue a gate pass if the child is unwell and needs to be picked up by the parents. Only parents are authorized to pick up the child from school.

School Contacts:

School website:	www.dubaigem.ae	
Emails	General Inquiries: info@dubaigem.ae	
	Principal: principal@dubaigem.ae	
	PA to Principal: naina.p@dubaigem.ae	
	Administration: sheelamistry@dubaigem.ae	
	HR: careers@dubaigem.ae	
	Admissions: admissions@dubaigem.ae	
	Secondary school: dgps@dubaigem.ae	
	Primary Counsellor: primary.counsellor@dubaigem.ae	
	Secondary Counsellor: secondary.counsellor@dubaigem.ae	
	Accounts: accounts@dubaigem.ae	
Transport: transport@dubaigem.ae		
Telephones	Reception School: 3376661/3370913	Ms Rasha Mohamed
	0557723254	Facilities : Mr. Ummed Ali
	0508843975	Transport : Mr Ian Mascarenhas
	0507746603	School security: Mr Ravi (6:00am -6:00pm) Mr. Ummed Ali (6:00pm -6:00 am)

Reviewed: September 2022