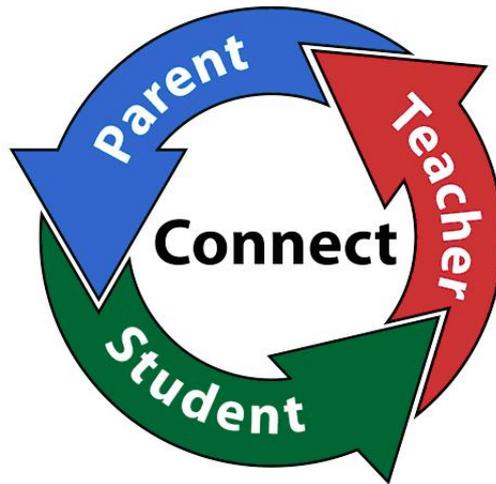




DUBAI GEM PRIVATE SCHOOL

STRIVE FOR EXCELLENCE

Parent School Communication Policy



Written by:	Ms. Parie Stoneman	Last Review:	September 2025
Position:	Principal	Next Review Date:	September 2026

Parent School Communication Policy

Purpose:

At Dubai Gem Private School (DGPS), we recognise that effective communication is central to building strong partnerships between the school, parents, and students. Our communication policy aligns with KHDA guidelines and exemplifies best practices from outstanding British curriculum schools. It ensures that all exchanges are professional, respectful, transparent, and purposeful, ultimately enhancing the well-being, learning, and holistic development of every child.

1. Aim

- To keep parents, staff, and students consistently well-informed and engaged.
- To ensure communication is open, ethical, professional, and respectful.
- To provide a range of clear, accessible communication channels suited to diverse needs.
- To establish protocols for the use of digital and non-digital platforms.
- To encourage constructive feedback and genuine parent partnership in line with KHDA's Parent Engagement Framework.
- To support collaborative dialogue that reflects DGPS's values of dignity, respect, and excellence.

2. Communication Platforms

- School App (d6/Approved Platform): Primary channel for circulars, urgent updates, and notices. Parents are expected to download and regularly check the app.
- Parent Portal: For academic reports, attendance, and key announcements.
- Telephone Communication: All calls must be made via reception. Emergency messages will be prioritised; other messages will be logged and directed appropriately. Teachers will not be disturbed during lessons except in emergencies.
- Email: Parents may use official school emails only. Staff will respond within two working days. Confidential issues should be raised through scheduled meetings, rather than on student-accessible platforms.
- Digital Learning Platforms: Seesaw (FS–Year 2) and Teams (Years 3–13) for class updates, homework, and parent–teacher messaging.
- Newsletters & Termly Circulars: To provide school-wide updates, celebrations, and important reminders.

3. Meetings with Parents:

- Induction & Orientation: At the start of each academic year, ensure clarity on expectations, policies, and school ethos.
- Parent–Teacher Meetings (PTMs): Conducted three times a year, with additional meetings for parents of Students of Determination to review progress and Individual Education Plans (IEPs).
- Appointments: Parents must request meetings in advance via Seesaw/Teams or email. Appointments will be scheduled at mutually convenient times in designated meeting areas.
- Leadership Access: Meetings with the Senior Leadership Team (SLT) are available upon referral from form tutors or year coordinators.

4. Communication Protocols

- Acceptable Practices:
 - Use Seesaw/Teams for brief, respectful notes.
 - Make formal meeting requests through approved channels.
 - Direct communication first to Form Tutors, then Year Coordinators, followed by SLT, ensuring efficiency and clarity.
- Unacceptable Practices:
 - Sharing sensitive information via informal notes or student-accessible platforms.
 - Contacting staff via personal phone numbers or social media.
 - Using disrespectful, derogatory, or inflammatory language in any medium.
 - Entering teaching or administrative areas during school hours without prior approval.

5. Roles & Responsibilities

- Teachers will:
 - Respond promptly and respectfully to parent communication.
 - Maintain confidentiality.
 - Keep scheduled appointments.
- Parents will:
 - Communicate respectfully, especially in the presence of students.
 - Approach concerns directly with the school staff rather than discussing them with other parents.
 - Obtain security clearance and visitor lanyards before entering the campus.
 - Respect agreed-upon appointments and notify the school promptly if rescheduling is required.

6. Health & Absence Communication

- Parents must inform the school of absences via phone, Seesaw/Teams, or email.
- A medical fitness certificate is required for all absences, including those of one day or less.
- The school nurse/doctor will contact parents if a child becomes unwell during the school day. Students will only be released to parents or authorised guardians.

7. Digital Conduct & Safeguarding

- All communication will comply with KHDA child protection and safeguarding standards.
- Parents are reminded not to post school-related matters on social media without consent.
- The school reserves the right to address inappropriate online behaviour that may harm the school community.

8. School Website & Digital Platforms

The school website and official digital platforms will publish:

- Policies and procedures
- Newsletters and circulars
- Key updates, celebrations, and student achievements

Parents are encouraged to consult these resources on a regular basis.

9. Contact Information

All official school contact details are listed in the Parent Prospectus and on the school website. Parents must use only the approved channels for communication.

10. Monitoring & Review

This policy will be reviewed annually in consultation with stakeholders to ensure it reflects evolving KHDA regulations, technological developments, and the needs of the DGPS community.

School Contacts:

School website:	www.dubaigem.ae	
Emails	General Inquiries: info@dubaigem.ae	
	Principal: principal@dubaigem.ae	
	PA to Principal: priyadarshini.n@dubaigem.ae	
	Head of Administration: sheelamistry@dubaigem.ae	
	HR: careers@dubaigem.ae	
	Admissions: admissions@dubaigem.ae	
	Secondary school: dgps@dubaigem.ae	
	Primary Counsellor: primary.counsellor@dubaigem.ae	
	Year 1 Coordinator: seema.h@dubaigem.ae	
	Year 2 Coordinator: afra.t@dubaigem.ae	
	Year 3 Coordinator: sakina.h@dubaigem.ae	
	Year 4 Coordinator: plessy.v@dubaigem.ae	
	Year 5 Coordinator: zaheen.s@dubaigem.ae	
	Year 6 Coordinator: saman.a@dubaigem.ae	
	Primary Attendance: zehra.adm@dubaigem.ae	
	Secondary Counsellor: <u>secondary.counsellor@dubaigem.ae</u>	
	Year 7 Coordinator: pavitra.s@dubaigem.ae	
	Year 8 Coordinator: dincy.d@dubaigem.ae	
	Year 9 Coordinator: rajlaxmi.j@dubaigem.ae	
	Year 10 Coordinator: marian.j@dubaigem.ae	
	Year 11 Coordinator: sukanya.v@dubaigem.ae	
	Year 12 Coordinator: ranita.r@dubaigem.ae	
	Year 13 Coordinator: nandini.s@dubaigem.ae	
Secondary Attendance: shabeetha.s@dubaigem.ae		
Head of Inclusion: anagha.m@dubaigem.ae		
Accounts: accounts@dubaigem.ae		
Transport: transport@dubaigem.ae		
Reception School: 043376661/043370913		
Telephones	0557723254	Ms. Rasha Mohamed
	0508843975	Facilities: Mr. Ummed Ali