



**ALAIN**  
BRITISH ACADEMY

## Communication Policy

Document control	
Policy responsibility	SLT
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## Rationale

Communication between teachers, students and parents is an essential part of a functioning school. It is therefore important that this communication is consistent, respectful, and does not represent an unreasonable burden to community members. Therefore, this policy provides guidelines as to the format, regularity, and manner of communication.

## Guidelines for effective and respectful communication

It is requested that all community members adhere to the following guidance:

### Teachers

- Use official communication channels only (email and/or via the school landline)
- Always use clear, honest and respectful language
- Never use social media for communication purposes, unless special permission has been granted by the school leadership team (for instance, the use of Whatsapp for communication during a trip)
- Communicate concerns about a student's attainment, progress, attitude or behaviour to parents in a timely manner so that they are aware and can act where possible
- Similarly, communicate praise about a student's attainment, progress, attitude or behaviour in a timely manner so that parents may celebrate too
- Aim to respond to any parent or student requests within 48 hours of receipt. A response may take longer in extenuating circumstances such as school trip or illness. If more information is required, the parent should receive an initial response to inform them that further investigation will be required and that a detailed response (either via email or phone) will be provided once complete.

### Students

- Use official communication channels only (email and/or via MS Teams)
- Never use social media for communication purposes
- Always use clear, honest and respectful language
- Remember that disrespectful language is negative behaviour, and will be dealt with according to the school's behaviour policy
- Allow teachers sufficient time to respond

### Parents

- Use official communication channels only
- Always use clear, honest and respectful language
- Read all official communication from the school
- Raise justified queries through the appropriate channels
- Allow teachers sufficient time to respond – staff will aim to respond to requests within 48 hours
- Communicate requests, for example for a meeting, at least 24 hours before

## School contacts

Parents and students should use **email** as the normal form of communication with the school. In the Secondary School, students may use Microsoft Teams for communication.

School reception: +971 03 715 1000

General queries email: [pre@alainbritishacademy.ae](mailto:pre@alainbritishacademy.ae)

For course / learning related queries, please email the subject teacher in the first instance.

For queries concerning behaviour or wellbeing, please email the homeroom teacher (Primary) or the tutor (Secondary) in the first instance.

If the homeroom teacher or tutor cannot resolve your request, then you should next contact the Head of Department or Head of Year.

For serious issues that you do not believe can be addressed by a Head of Department or Head of Year, please email the Senior Leadership Team. However, the school respectfully requests that parents follow the above process and do not immediately contact a senior leader with a concern, as in almost all cases their response is simply to delegate the task of responding to the parents back to a teacher, tutor, or Head of Department/Year.

## Student access to information

### Primary School

All students are provided with a school OneLogin account which can be used as a learning tool for applications such as Accelerated Reader.

### Secondary School

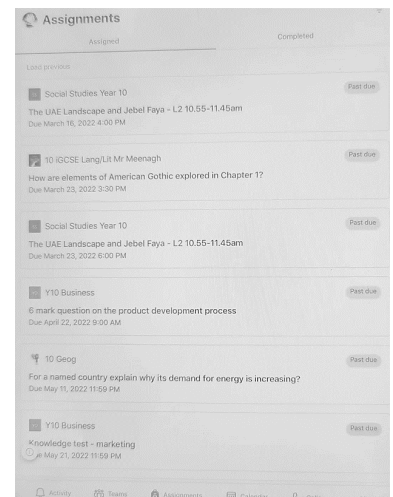
All students are provided with a school OneLogin account. It is their responsibility to check emails daily, as important information is communicated via this medium. All Secondary School classes have a Microsoft Team for communication and assignments. Students should check in to each Team at least once every other day, to check for work and deadlines. Parents are also encouraged to look at the assignments page on a regular basis:

*The assignments tab on Microsoft Teams (iPad application).*

*Every assignment is listed in chronological order.*

*The subject, title of the work, and due date are clearly labelled.*

*All homework, assignments, and tests are posted as assignments on Teams. If parents wish to know what upcoming work their children have, they can easily access Teams.*



## Reports, test results and parents' evenings

Parents can (and are expected to) access student reports throughout the year using the school parent portal. They are published according to the school report schedule. Any GL test results will also be shared with students at the end of the academic year.

Parents' evenings are the usual medium for parents, students, and teachers to discuss academic progress. However, if parents are unable to attend a parents evening, or if they require further information, they may email individual teachers directly. The school does not routinely provide parents with all test results, as without teacher training such data can be misinterpreted. It is more productive for parents to discuss such matters at parents' evenings.

## Communicating concerns

General concerns should be communicated with the subject teacher in the first instance. Students who believe they would benefit from additional support, or want more challenging work, should ask the teacher. If concerns persist, then the Head of Department or Head of Year should be contacted.

Any concerns regarding professionalism, safeguarding or child protection, should be made in writing to a member of the Senior School Leadership Team as soon as possible.

There is a school Complaints Policy that provides more details on this specific aspect of communication.

## Responding to concerns

The school responds to all concerns raised. Before responding to concerns, the school takes steps to ensure the matter is fully investigated. Therefore, students and parents are requested to be patient. If the school cannot address the concern raised, then the reasons for this will be explained. If an immediate or longer-term change can be made, this will be outlined (see Complaints Policy for further information).

## Parent contact details

The school holds all parent contact details on its Management Information System. If such contact details are incorrect or obsolete, the school cannot contact parents. It is therefore essential that the school is informed of any change to contact details, by parents.

**The school's responsibility is to send relevant information to parents, using the contact details provided by the parents.**

Please update the school of any changes of contact details by emailing: [admissions@alainbritishacademy.ae](mailto:admissions@alainbritishacademy.ae).