



## Communication Policy with Parents

### 1. Purpose

This policy outlines the procedures and expectations for effective communication between the school and parents/guardians to foster transparency, engagement, and a strong partnership in the education of students.

### 2. Scope

This policy applies to all forms of communication between the school administration, teachers, staff, and parents/guardians. It covers formal and informal communications related to student progress, school events, and any other relevant school matters.

### 3. Objectives

- Ensure clear, respectful, and timely communication with parents/guardians.
- Keep parents informed of their child's academic progress, attendance, and behavior.
- Engage parents in school events and initiatives.
- Provide a platform for parents to raise concerns or offer feedback.

### 4. Communication Channels

#### 4.1. Written Communication

- School Circulars/Newsletters: The school will issue regular newsletters to keep parents informed of upcoming events, holidays, and important announcements.
- Letters and Notices: Written notices will be sent home regarding specific matters such as changes in school schedules, school trips, or policy updates.

#### 4.2. Digital Communication

- SMS/Email: Parents will be notified of urgent matters, including unexpected school closures, student absences, and emergency situations, via SMS or email.
- School Website/Portal: All key information, including academic calendars, policies, and event updates, will be available on the school's website or digital portal.

#### 4.3. Parent-Teacher Meetings (PTMs)

- PTMs will be held at least once per term to discuss each child's academic progress, strengths, and areas of improvement. Additional meetings can be arranged if needed.
- Invitations to PTMs will be sent well in advance to ensure maximum parent participation.

### 5. Academic and Behavioral Reporting

#### 5.1. Report Cards

- Quarterly Reports: Parents will receive report cards at the end of each term detailing their child's academic performance, attendance, and behavior.
- Progress Reports: In addition to the formal report cards, progress reports may be issued mid-term for students who require extra academic or behavioral support.

#### 5.2. Behavior and Discipline

- If a student's behavior requires attention, the school will inform parents via written communication, phone calls, or meetings, depending on the severity of the issue.
- Any disciplinary actions taken, such as detentions or suspensions, will be communicated promptly to parents.



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## 6. Meetings and Parental Involvement

### 6.1. Scheduled Meetings

- The school will offer opportunities for parents to meet with teachers and the administration to discuss their child's progress and any concerns.
- Parent-teacher meetings will be scheduled at mutually convenient times and will cover both academic and extracurricular activities.

### 6.2. Urgent Meetings

- For urgent concerns regarding a student's well-being, safety, or serious behavioral issues, the school will request an immediate meeting with the parent/guardian.

## 7. Complaint and Feedback Mechanism

### 7.1. Channels for Complaints

- Parents who have concerns or complaints regarding school policies, teaching, or any aspect of their child's experience can raise the issue through the following channels:
  - Written complaints via email or letter to the school administration.
  - Meetings arranged with the school principal or relevant teachers.

### 7.2. Resolution Timeline

- The school will acknowledge receipt of complaints within 2 working days and aim to resolve the issue within 5 working days.

## 8. Emergency Communication

In the event of an emergency, including but not limited to natural disasters, accidents, or health crises, the school will inform parents promptly via:

- SMS
- Phone calls
- Email notifications
- Announcements on the school website

## 9. Parent Responsibilities

- Updated Contact Information: Parents must ensure that the school has their most current contact information, including phone numbers, email addresses, and emergency contacts.
- Timely Responses: Parents are expected to respond promptly to school communications, especially when meetings or urgent matters are involved.
- Engagement: Parents should actively participate in meetings, school events, and discussions concerning their child's education and well-being.

## 10. Review and Evaluation

This Communication Policy will be reviewed annually to ensure it meets the needs of the school and parents. Feedback from parents will be considered during the review process.

Principal's Signature: *Sadia Akhter*

Date: **April 15, 2025**