

File Name	Parental Communication Policy - The SOBHA Academy
Reference	SKT - TSA POLICY - I - 007
Date	12-05-2025

## 1. Introduction

The SOBHA Academy (TSA) is committed to fostering respectful, clear, and professional communication between the school and parents. This policy ensures that all communication is child-centred, protective of staff privacy, and aligned with institutional values of equity, consistency, and accountability.

This policy applies to all staff, administrative personnel, and designated outreach officers involved in any form of communication with parents or guardians.

## 2. Purpose

This policy aims to:

- Standardize all school-parent communication procedures.
- Establish professional boundaries and safeguard teacher privacy.
- Promote transparency, documentation, and consistency in all interactions.
- Ensure equal communication access for all families, regardless of literacy or digital access.

## 3. Guiding Principles

- **Clarity and Consistency** in information shared with parents.
- **Professional Boundaries** maintained at all times.
- **Teacher Privacy** is to be respected and protected.
- **Equity in Access** regardless of a parent's background or tech access.
- **Documentation and Accountability** of all communication events.

## 4. Authorised Channels of Communication

Only school-approved channels are to be used for contacting or responding to parents:

- School landline and official mobile numbers
- Written communication via students
- Official emails or printed circulars
- In-person meetings and parent workshops
- Communication initiated by designated personnel only

Personal mobile phones, WhatsApp, or informal platforms must not be used for school-related parent communication.

### **5. Authorised Personnel for Communication**

Only the following roles are permitted to engage directly with parents:

1. Principal
2. Section Heads
3. Student Outreach Officer

Teachers must route all parent communication through the above personnel.

### **6. Role of the Student Outreach Officer**

The Outreach Officer acts as the formal liaison between the school and parents. Their responsibilities include:

- Contacting parents for attendance issues, student concerns, or academic follow-up.
- Facilitating orientation sessions and parent workshops.
- Providing translation or interpretation support when required.
- Documenting all interactions with parents using approved formats.

### **7. Use of Templates and Record-Keeping**

All communication—whether written, verbal, or telephonic—must be documented using school-approved templates and formats. Examples include:

- Student academic or behavioural updates
- Attendance follow-ups
- Meeting invitations or disciplinary notices

These records must be logged and submitted to the Section Head or school office.

### **8. Emergency or Special Situations**

In emergency situations:

- The teacher must first inform the Section Head or Outreach Officer.
- Any parent calls must be made using the school's landline or designated mobile phones only.
- All emergency communication must be documented post-incident and submitted to school leadership.

### 9. Parent Expectations and Orientation

All parents will be briefed on this policy:

- During student admission process
- At the beginning of each academic year

They will be advised to:

- Use official contact numbers
- Refrain from calling or messaging teachers directly
- Adhere to school hours and communication boundaries
- Use scheduled appointments for meetings

### 10. Staff Compliance and Confidentiality

Any teacher or staff member found engaging in parent communication via personal devices or unauthorized platforms will be considered non-compliant. Consequences include:

- Formal written warnings
- Risk of further disciplinary action based on the severity of the breach

Violations compromise privacy, blur professional lines, and create communication risks.

### 11. Review and Amendment

This policy will be reviewed annually or sooner as needed by the Trust Board. Changes will be communicated to all stakeholders upon approval.

### 12. Document Control

VERSION	DATE	DESCRIPTION	APPROVED BY
1.0	13-05-2025	Initial Formalisation	Trustee Board