

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

1. Introduction

This procedure outlines the step-by-step framework for managing communication between The SOBHA Academy (TSA) and parents/guardians. It ensures that all interactions are child-centred, respectful, secure, and aligned with institutional norms on professional boundaries and documentation.

All staff must adhere to these procedures to ensure uniformity, accountability, and protection of privacy for both educators and families.

2. Purpose

This procedure aims to:

- Operationalise the Parental Communication Policy through clear action steps.
- Prevent informal or unauthorized parent-staff interactions.
- Establish efficient, transparent, and documented communication.
- Provide equitable access to communication for all parents.

3. Procedure Details

3.1 Communication Channels

All communication must use **approved school channels**:

- Official school landline or designated mobile phones
- Notices, circulars, and written communication sent via students
- Parent-teacher meetings and orientation sessions
- Scheduled and recorded in-person meetings
- Authorized emails (where applicable)

Personal mobile numbers and messaging apps (e.g., WhatsApp) must not be used by any staff member for parental communication.

3.2 Authorised Personnel

Only the following roles may initiate or respond to parent communication:

- **Principal**
- **Section Heads**
- **Student Outreach Officer**

Teachers must route any communication need through these designated individuals and are not permitted to respond directly from personal accounts.

3.3 Communication Flow

Scenario	Responsible Role	Procedure
Attendance Issues	Outreach Officer	Contact parent by phone or through notice; log interaction
Academic Concerns	Teacher → Section Head → Outreach Officer	Draft concern → routed through Head → documented follow-up
Disciplinary Actions	Section Head / Principal	Parent meeting arranged; outcome documented
Meeting Invitation	Section Head / Outreach Officer	Formal invite using approved template
Emergency	Teacher → Section Head	Section Head to initiate official contact and record

3.4 Documentation and Templates

- All communication (verbal or written) must be recorded using the school's **standard templates**.
- Copies or logs must be submitted to the **school office** or **Section Head**.
- Verbal interactions should be logged using a communication record form.

Applies to:

- Student performance updates
- Absentee follow-ups
- Behavioral concerns
- Invitations to meetings/events

3.5 Use of the Student Outreach Officer

The Outreach Officer facilitates communication across various fronts:

- Primary liaison between school and parents
- Organizer of parent workshops and orientations
- Mediator for language support when required
- Maintains communication logs and updates Section Heads and Principal

3.6 Emergency Communication

In emergencies:

- Teachers must immediately notify the Section Head or Outreach Officer.
- Calls to parents must be made only through official school phones.

- The event and communication must be recorded and submitted for review within 24 hours.

3.7 Orientation for Parents

Parents are oriented on communication protocols:

- During admissions
- At start of the academic year
- Through handbooks or circulars

Expectations communicated:

- Use official contact numbers
- Avoid direct messaging of teachers
- Respect communication boundaries and school timings

3.8 Monitoring and Compliance

- Section Heads review communication logs regularly.
- Principal oversees escalation cases and unresolved communication.
- Non-compliance by staff (e.g., use of personal phones) is subject to disciplinary review.

4. Review and Amendment

This procedure will be reviewed annually or earlier, if required due to internal audits, parental feedback, or changes in communication infrastructure. Amendments will be approved by the Trust Board.

5. Document Control

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