



1.1.1 Communication between Teachers and Parents

Teachers must never comment on any other child, other than the one of the parent being spoken to at the time in any form of communication. All written communication to the parents must be legible, courteous and professional.

- In person;
There will be many parents with whom the teacher will communicate with on a daily basis with face to face as they drop off or pick up their child. This form of communication is acceptable of course, but it must be kept professional, polite and short, bearing in mind that there are other parents and children around at this time. If the parent requires more time, the teacher must then arrange a time for a more formal meeting and then inform the head of department. The content and outcome of the meeting must be recorded on a Parent-Teacher Meeting form which is available from the office. These must also be completed during scheduled Parent-Teacher Evenings.
Weekly drop-in sessions are an opportunity for parents to come to speak with the teacher on an informal basis and to look at their child's work. These do not have to be recorded, however, teacher's discretion is granted as the parent may wish to talk about something more formally.
- In writing;
If the teacher requires communication in writing, this should be done either in the Homework Diary (please see Homework Diary/Student Planner policy) if it a short informal note, or, by letter. When communicating to parents via letter, the letter must be typed and proof read by a native English colleague before emailing it to the head of department along with an explanation of the reason behind the letter.
- By telephone;
Telephone communication should only occur via the school phone line and not via personal mobile phones. Parents should not have any access to teachers' personal contact details. If they have this information already, it is the responsibility of the teacher to inform parents that it is against school policy to use them as a way of communication with regards to school business. If a teacher needs to call a parent, the head of department must be informed and the call should be taken in the school office.

The teacher must have in mind exactly what they need to say to the parent and always ask if they are able to talk at that time or if they would like to arrange another time. The teacher must always begin the conversation by explaining that there is no emergency and that the child is OK.