

# Durham School for Girls Doha

## COMMUNICATION POLICY

Version 3.0 August 2023

FIRST IMPLEMENTATION DATE : AUGUST 2021

REVIEW PERIOD : ANNUAL

DATE LAST REVIEWED : AUG 2023

RESPONSIBLE PERSON : PRINCIPAL

RATIFIED BY : SCHOOL GOVERNORS

LINKED TO COMPLAINTS POLICY

### Values

قيمي ترسم هويتي

**MARK VALUES AND QATARI VALUES ARE AT THE HEART  
OF A DURHAM GIRL**

## Introduction

Durham School for Girls is a family where the individual matters and we set ourselves the highest standards of communication, in dealing with each other and always in line with Qatari values and MARK values. We aim to promote trust and mutual respect for everyone. We believe that good communication is vital in the support and development of the girls in our care, and for the everyday logistics and functions within our school.

Communication is the responsibility of ALL stakeholders

Durham School for Girls is an inclusive community. We treat everyone as an individual and aim to develop the whole person so that they are equipped to take their place in the modern world inline with the school mission.

**Durham School for Girls Doha aims to provide a supportive environment that is tailored to meet the individual needs of girls as well as providing them with safety and learning environment to achieve the best results in line with Qatar's national vision to empower young women while preserving their national and Islamic identity and preparing them for opportunities and roles. As well as the challenges posed by the 21<sup>st</sup> century.**

تسعى مدرسة درم الدوحة للبنات إلى توفير بيئة داعمة مصممة خصيصاً لتلبية الاحتياجات الفردية للفتيات، فضلاً عن توفيرها للأمان والأجواء المساعدة على التعلم وتحقيق أفضل النتائج، تماشياً مع رؤية قطر الوطنية التي تهدف إلى تمكين الشابات، مع الحفاظ على هويتهم الوطنية والإسلامية. وإعدادهن للفرص والأدوار المستقبلية وكذلك التحديات التي يفرضها القرن الحادي والعشرون

## Aims

To ensure that communication is effective for all stakeholders.

To build trust between home and school.

To support parents understanding of their daughter's progress.

To be effective for all parents regarding support in translation and Arabic speakers.

Supports the school to improve and develop through feedback.

Supports children's learning and emotional and physical development.

Is fundamental in the safeguarding of all members of the Durham Community

Allows the school to function effectively.

To ensure all responses are replied to and actions taken within 24 hours (excluding weekends and holidays)

## **Roles and responsibilities**

Principal and Senior Leaders

The SLT is responsible for:

Ensuring that communications with parents are effective, timely and appropriate

Regularly reviewing this policy

## **Staff**

All staff are responsible for:

Responding to communication from parents in line with this policy.

Always responding with respect and attention – ensuring translation is available at all times.

Working with other members of staff to make sure parents get timely information.

Staff will not be expected respond to communications outside of communication hours (6.30am -3.30pm)

## **Parents**

Parents are responsible for:

Ensuring that communication with the school is always respectful .Making every reasonable effort to address communications to the appropriate member of staff in the first instance.

Respond to communications from the school (such as requests for meetings) in a timely manner Checking all communications from the school.

## **Staff to Parents**

In DSGD we remember that our parents are our clients. They have chosen our school and we need to remember that. However, we also need to be in line with school policy.

To support parents who are not high-level English Speakers. Written communication are kept simple. All important information via email is sent in both English and Arabic. Video messages also support important or emergency information via whatsapp or dojo.

NEVER cannot give out personal numbers or personal emails to parents or students.

### Forms of Communication

- Face to face            Male Visitors cannot come on campus during the school day unless announced. Fathers can be met in the outer reception. Mothers can be met inside .
- Pick up the phone    Have a quick call. Speaker phone and with a translator.
- Engage                Messages go directly to parents as an email.
- Email                  School emails only to be used. If you have no response, staff will need to follow up.
- Group WhatsApp    Staff with a school phone have all the year groups WhatsApp's and can send information.
- Homework Diary    For the Primary children this is a great form of quick communication with parents or the nannies. Jot down a note. Get a TA if needed to write in Arabic. Again, keep it to the rule of if its more than a few lines, it needs to be a conversation. Diaries need to be signed weekly by parents.
- Class Dojo ( Primary)

## **Parents to Staff.**

Parents are our clients and need to be attended to as always with the MARK values, politeness, and respect. Likewise as a school community, all parents must communicate to the school calmly and inline with the schools expectation and values. The school will not tolerate threatening behaviour.

Parents needing to speak with a member of staff must respect the working day and call or message to make an appointment with the appropriate member of the team.

Direct messages can be made via whatsapp or through dialing the appropriate department number.

Appointments will try to be made that day, or within 24 hours of the request.

Parents arriving without an appointment need to be aware that the specific member of staff may not be available.

Parents may communicate in either English or Arabic.

Parents need to respect the school working hours.

Parents have a responsibility to communicate to the school changes in family circumstances and update personal information and contact information for their child.

### **Staff to students**

- Be polite and empathetic.
- Homework or messages on teams should always be responded to.
- Students cannot have staff personal contact details or friend with staff on any social media. This would be considered a safeguarding issue.
- Staff should always respond to students patiently and respectfully.
- When calling a student, always use school phones.
- When speaking to a student where you feel there could be an issue, ensure that someone is there with you.
- Don't speak to a student in a closed environment. (don't set yourself up for allegations)
- Ensure that conversations with students are recorded in a log or anecdotal records or engage.
- Any issue arising regarding concern for welfare or safeguarding needs to be logged on CPOMS.

### **Staff children as Pupils in the School**

- 1) Staff children must be treated the same as non-Staff children.
- 2) Staff with children in the school must be treated the same as any other parent.
- 3) Staff with children in the school should treat their child's teacher the same as they would a teacher in a different school.

### **In Conclusion**

In DSGD communication is constantly reviewed and updated. Communication is the responsibility of all the stake holders. Delivering, reading or listening and responding correctly and effectively ensures trust, and the constant development of the school and the girls in our care.