

COMMUNICATION POLICY

DEFINITION OF COMMUNICATION:

Communication is exchanging of information by speaking, writing, or using some other medium

SCOPE OF DEFINITION:

In order to uphold the school's vision and mission, efficient and effective communication is an intentional effort and shared responsibility with mutual courtesy and respect of both parents and the school to provide support and to improve the ways students learn and develop. Where the relationship is damaged, due to intolerance, disrespect or other unacceptable behaviour, the growth of the child may be adversely affected.

THE ROLEPLAYERS IN THE SCHOOL'S COMMUNICATION:

- ☐ The school ☐ The teachers ☐ The parents ☐ The children ☐ Governing Body ☐ Management Team ☐ Trustees
- ☐ The public ☐ The Educational Department ☐ Partners in Education ☐ SARS ☐ UIF ☐ CCMA ☐ CCMA representative ☐ SANLAM
- ☐ SANTAM ☐ Bookkeeper ☐ Sponsors ☐ Advertisers ☐ Cape Copiers ☐ Afrihost ☐ BASSET ☐ Auditors

METHODS OF COMMUNICATION AT DUNATOS:

At Dunatos we first and foremost choose communication in writing:

- For the following reasons:
 - Written communication is more memorable.
 - Written communication is always there to refer back to for checking up on details.
 - Written communication can be referred to in any dispute, positive feed-back and / or any advice .
- For the following methods are used at Dunatos:
 - ☐ Telephone ☐ Emails ☐ Whatsapp ☐ Newsletters ☐ Facebook ☐ Website ☐ School Diary ☐ Termly student reports
 - ☐ Policies and procedures ☐ Minutes of meetings ☐ Administrative documents ☐ Rosters, programs, schedules ☐ Newspaper
 - ☐ Accounts / Bills ☐ Invoices ☐ Flyers ☐ Notice boards ☐ Staff and Learners' personal files ☐ Prize-giving ☐ Parent meetings

WHO, WHAT, WHERE AND HOW :

WHO / WHAT	WHERE / HOW
Policies and procedures	Available on the website and students school diary – always discussed at 1 st parent meeting and students in class
Curriculum planning	1 st Term parent meetings, frequent written communication from subject teachers, school diary, discussed in class
Curriculum delivery	School diary, written documents in class for students and parents.
Real time alerts	Whatsapp and email
Assessments and progress	Termly student reports, parent meetings.
School activities	Newsletter every second Thursday, website
Extra-curricular activities	Newsletter every second Thursday, website, personal information from private institute
Parents queries	Admin office will receive queries via email or telephone as first point of action and send the inquiry to the relevant recipient for their attention and action / reply. Confidential information will be treated as such.
Parent requesting a meeting	Have to be pre-arranged via email or telephone. Admin will convey the expected time of the meeting or teacher's return call to the parents via whatsapp, telephone or email.
Financial information	Financial agreement via email and hard copy
Financial queries	Telephone or email

TEACHERS WILL NOT:

- Be expected to provide their personal mobile numbers to students or parents.
- Discuss children or their parents in public areas.
- Share any confidential information about the school or a child to the public or other parents.
- Victimize a child after a meeting
- Discuss a child's syndrome, medication or therapy with the child in the class setup in front of the other learners.
- Accept parent's excuses for the child's responsibility.
- Be rude in response to parents.
- Accept or reply to any method of communication from parents during teaching time.
- Accept or reply to any method of communication from parents after 17:00 except in case of an emergency
- Accept verbal abuse
- Wait more than 10 minutes from the allocated time for appointments
- Ignore parent's communication and will reply within three working days.
- Make decisions upon assumptions or own beliefs or values.

TEACHERS WILL ENDEAVOR TO:

- Listen
- Remain calm and professional
- Return calls ASAP
- Respect the parents and their concerns
- Meet the needs of the child first
- Provide professional follow up should it be required
- Keep appointments
- Bring any concerns regarding a learner under the attention of the HOD to be discussed at the weekly LST(Learner support team) meeting for possible solutions, actions to be taken or referrals to be made to support the learner.

PARENTS WILL ENDEAVOUR TO:

- Recognize and respect the professional status of teachers
- Treat teachers, admin officers, financial officer and management with respect at all times, particularly in the presence of children
- Communicate with teachers, admin officers, financial officer and management in a courteous and dignified manner
- Avoid discussing their individual concerns with other parents or third parties on or outside the school premises.
- Refrain from entering the teaching areas during school time, unless invited to do so for purposes of a pre-arranged meeting with a teacher. In all instances, a parent must first report to the school's reception.
- Keep appointments
- Notify the school before 9:00 should a child be absent for the day.
- Notify the school if you are going to be late or in case of an emergency
- Notify the school of any unfortunate situation with regards to the learner or family set up eg. death, accident or hospitalization in order for the school to support the learner emotionally.
- Notify the school in time of alternative arrangements of after school pick up time or person.

} via email to reception

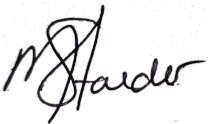
CHANNELS FOR ADDRESSING CONCERNS:

- Meet teacher to discuss matters irrespective of what the issue is (In difficult matters, the teacher may request the HOD to attend).
- Relevant HOD depending on Phase child is in
- LOS meeting
- Principal (May include the HOD in the meeting)
- SGB
- **IMPORTANT NOTE :**
 - Written reports of all meetings are kept on file and locked up for security means.
 - The school owes a duty of care to its teachers and staff and therefore it is the school's duty to protect them from intimidating or threatening behaviour in a verbal or written form. The school reserves the right not to engage with parents under such circumstances

UNACCEPTABLE MEANS OF COMMUNICATION BETWEEN PARENTS AND TEACHERS:

- Communication which is demeaning and derogatory in nature.
- Interviews will not be conducted in the classroom without a prior appointment.
- Rude remarks in the learner's school diary or anywhere else where children are able to view the information is unacceptable and will not be tolerated.
- Use of whatsapp groups as a medium to discuss or bad mouth teachers, admin officers, financial officer and management is unacceptable and will not be tolerated and may lead to legal prosecution.
- Cell phones (whether a message or a call) should be used with discretion and for urgent issues only and should not be used during lessons.
- Interviews will be arranged at times that suit both parties. Where either party is unable to attend the interview, the other party needs to be notified timeously. Should the interview be missed an appropriate apology to the other party must be offered.

SIGNED AND CONFIRMED

	
Mrs. M L Stander	Mrs. S van Zyl
Managing Director / Owner	Principal